



**STRONGER LOCAL VOICES  
FOR HEALTH AND SOCIAL CARE**



## **'ENTER AND VIEW' VISIT**

**Redholme Memory Care, Nursing Home**

**10<sup>th</sup> May 2011**

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## **1.0 Introduction: Local Involvement Networks (LINKs) – Powers to Enter and View Services**

1.1 Local Involvement Networks (LINKs) were established across England by the Local Government and Public Involvement in Health Act 2007.

1.2 LINKs are networks of local people and organisations, funded by Government and supported by independent organisations known as Hosts to promote and support the involvement of people in the commissioning, provision and scrutiny of local health and social care services. There is a LINK in every Local Authority area that has social services responsibility. In Liverpool the LINK is hosted by Liverpool Charity and Voluntary Services (LCVS).

1.3 LINKs were established to:

- give everyone an opportunity to say what they think about their local health and social care services – what is working well and what is not so good;
- give people an opportunity to monitor and check how services are planned and run; and
- provide feedback on what people have said about services, so that things can change for the better.

1.4 LINKs use a range of methods to enable them to say how local services could improve, such as:

- making reports and recommendations to commissioners and getting a reply within a set period of time;
- asking commissioners for information and getting a reply within a set period of time;
- going into some types of health and social care premises to observe the nature and quality of services; and
- referring issues to the local Overview and Scrutiny Committee and receiving a response.

1.5 To enable LINKs to gather the information they need about services, there are times when it is appropriate for them to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised LINK representatives to enter premises that providers own or control to observe the nature and quality of services.

1.6 In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts
- NHS Foundation Trusts
- Primary Care Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)

- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or NHS Trusts, Primary Care Trusts or Strategic Health Authorities to provide care services.

## **2.0 Reason for visit**

2.1 The visit to Redholme Memory Care was arranged with a view to providing Liverpool LINK Core Group members with an introduction to the services and functions performed by nursing homes and, in this case, by a specialist EMI (elderly mentally infirm) service. The visit was designed to focus on topics such as admissions, hygiene and infection control, activities and environment, special requirements and diversity, medical needs, medication and relationships with health services, information available to family members and input from family members into care plans. Enter and View visits are one way of helping authorised LINK members who have undergone training and CRB checks to develop positive relationships with care providers and to start building a picture of the work of each provider, with a view to making constructive contributions in a range of ways.

2.2 Liverpool LINK Core Group members who took part in the visit were:

- Mike Marsh (Chair, Liverpool LINK – authorised Enter and View participant)
- Dorcas Akeju OBE (Liverpool LINK Core Group member – authorised Enter and View participant)
- Rev Sister Maria Renate (Liverpool LINK Core Group member – observer)

They were accompanied by Claire Stevens from the Liverpool LINK Support Team.

2.3 The purpose of the visit was to conduct a fact-finding exercise highlighting good practice and positive outcomes as well as asking questions about any potential changes or improvements that could be made and making recommendations where appropriate. LINK members would like to thank everyone at Redholme for their willingness to take part in the exercise and for the time they gave.

### **3.0 Evidence from visit – Background information**

- 3.1 The LINK group was met by Ann McCann (Home Owner and Nurse Manager) who offered them the opportunity to learn about the services provided and to ask a range of questions.
- 3.2 Ann is a trained nurse who bought the home with a business partner 16 years ago when it was a general nursing home. She became the sole owner nearly 10 years ago. At the time it was clear that many of the residents had dementia although this was not being specifically treated as such and Ann therefore set out not only to address this but to turn the home into a specialist service.
- 3.3 Redholme therefore went through the process of becoming an Elderly Mentally Infirm (EMI) unit which also provides specialist day services. All residents and day service users have dementia.
- 3.4 The home provides 55 beds, of which 30 are in a mixed unit, 13 are in a women's unit and 12 in a men's facility. However, it is possible that all accommodation may become single sex if the personalisation agenda dictates. The majority of rooms are single but there are also 5 double rooms which can be used by couples, siblings or friends. Some rooms have en suite facilities. At present family members have a choice about where they would prefer their relatives to be accommodated. There is also one room which is used to provide respite for people who attend the day service and is paid for by Liverpool City Council.
- 3.5 The day service is the first locally designated dementia day care unit – initially a converted garage block but now a purpose-built facility – and provides a service to 25 users, 15 places of which are block-booked by Liverpool City Council. According to Redholme staff this type of service is cost-effective as it can keep service users out of residential care for up to two years longer than those who do not have specialist day support for themselves and their carers. Referrals come from relatives or social workers and there is demand for residential places for people who have previously used the day facilities as they have built up a familiarity with the environment.

### **Activities and services**

- 3.6 The home offers a wide range of activities for residents and day centre users including a reading group, newspaper reading, art activities, a gym, a reminiscence group, tai chi and day trips using the home's three minibuses. A 'petting dog' also comes to the home on a regular basis.
- 3.7 Monthly tea dances are very popular and are also attended by residents of other local homes (who are charged a small entrance fee, although all activities are free to Redholme residents or day service users). There are also strong links with Parklands School in Speke,

whose pupils regularly visit the home (alongside pupils from other local schools) for occasions such as Easter, Christmas and Harvest Festival.

- 3.8 The home is set in one and half acres of gardens which provide an opportunity to help with gardening tasks, such as planting and selling cuttings or looking after the home's latest acquisitions, 10 chickens, which are housed in a coop in the grounds. There is also a summer house with a range of fixtures and fittings to help stimulate reminiscence, including a post box and a pram.
- 3.9 A drama therapist runs weekly workshops over a 12 week period with 10 participants at a time and Activities Co-ordinators (including one who works specifically with male service users) organise a range of activities including visits to the pub. Staff also use 'doll therapy' with service users – this is an established form of therapy for people with dementia as 'nurturing' dolls has been shown to have positive effects including a soothing and calming impact on some people with dementia. The Get Into Reading activities, developed with The University of Liverpool, have also been very successful at engaging participants and improving their mood.
- 3.10 A hairdresser visits the home once a week and a beautician visits regularly. The home also has a 'pamper trolley' and foot spa.
- 3.11 Residents had recently enjoyed a Royal Wedding garden party, where all had been offered the opportunity to dress up and wear hats bought from charity shops for the occasion. Photographs of the day were on display for all to see, as was a wedding dress which had been used as part of reminiscence activities.

### **Equality, Diversity and Dignity**

- 3.12 Redholme was an active participant in Liverpool's Dignity Campaign pilot and has two designated staff Dignity Champions (whose photographs are displayed in the reception area for visitors to see) although all staff are expected to treat residents / service users with dignity. Indeed, staff have been dismissed where they have failed to meet the standards expected within the home.
- 3.13 The culture of dignity and respect also takes account of equality and diversity issues. All staff attend diversity training and this is expected to be put into practice. Although there have not been many Black or Racial Minority (BRM) residents or residents from non-Christian backgrounds in the past 16 years there is currently, for example, one Muslim resident who is visited regularly by an imam and whose dietary needs are catered for in consultation with family members. Other residents spiritual needs are met as required including by weekly

ecumenical activities and monthly visits by Catholic and Anglican clergy.<sup>1</sup>

- 3.14 Where dementia causes a resident to request food or drink that is not consistent with their culture, faith or previous practice (e.g. when a Muslim asks for alcohol or pork or a vegetarian asks for meat) it will be decided how best to proceed in consultation with family members/carers and in the best interests of the resident's wellbeing.
- 3.15 Same-sex couples would be offered shared rooms on the same basis as heterosexual couples and lesbian, gay, bisexual and transgender (LGBT) residents are always respected as such and treated as they wish. For instance, one resident regularly 'cross-dressed' and would be addressed by a 'male' or 'female' name by staff as appropriate.
- 3.16 In many cases service users will be able to tell staff about particular likes, dislikes and 'pet hates' but family / carers / social workers will always be invited to contribute to care plans.
- 3.17 The staff team is diverse and multicultural and currently includes African, Asian, Chinese and Iranian staff members. Volunteers are also encouraged to get involved and are all CRB checked. The volunteer programme is run by the Day Service Manager.
- 3.18 Staff turnover is relatively small and two staff members whom the LINK visitors spoke to at random had both been in post for about 9 years.
- 3.19 Senior Carers are assigned to each floor to ensure continuity of care. Registered nurses must be on duty at all times and two are always available, working 12 hour shifts. Night staffing levels include 2 nurses and 4 trained carers.

### **Safety and Hygiene**

- 3.20 Safety is taken very seriously at Redholme. The unit is secure and staff must use swipe fobs to enter and leave the premises. Reception is staffed between 8am and 5pm. There are numerous aspects to ensuring the safety of service users, staff and others including safeguarding around the sexual disinhibition of some service users.
- 3.21 Despite taking care to guard against intruders entering the premises or services users leaving unaccompanied, visitors are welcome at any time between the hours of 8am and 9.30pm and do not have to make appointments. Redholme is viewed as being residents' home and visitors are therefore encouraged to attend as often as possible and to get involved in the care of their loved ones, insofar as this is practicable, and in a range of activities at the home. Relatives'

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<sup>1</sup> Staff attribute the lack of BRM residents to a tendency of social workers, certainly in the past, to refer BRM people to Granby Care Home and also to differing cultural attitudes to putting elderly relatives into nursing homes.

evenings are held every two months. Ann operates an 'open door policy' and encourages staff and family members to speak to her at any time about concerns they may have. Complaints are generally resolved without being formalised but Redholme has a Complaints Procedure which is made available to families or carers as part of a general information pack (copies of which were provided to LINK members).

- 3.22 Most residents have end of life care at Redholme and again their wishes are carried out in so far as they are known or can reasonably be complied with.

### **Catering, dietary requirements and service user health**

- 3.23 In relation to dietary needs, staff work closely with dieticians and all residents are weighed monthly (weekly or daily if necessary) to ensure they are maintaining a healthy weight. Supplements may be provided if necessary and service users may be given specific diets based on individual need including high protein foods, mousses or smoothies. Many residents need to be fed 'little and often' and afternoon tea and cakes are provided in addition to main meals.
- 3.24 There is a choice of breakfasts ranging from cereals to the Full English but most people prefer bacon, eggs or sausage on toast. The main meal is lunch, including a roast meal twice a week but hot food is also available at tea time (except on days where a roast lunch is provided, in which case sandwiches are provided for tea). There is always the option to have an alternative, such as an omelette or salad, if an individual does not want the dish of the day and special diets are always catered for. For instance, apart from the halal food provided for the Muslim resident the catering staff are also currently providing food for a vegan resident. All individual needs (e.g. 'finger food only') are recorded in individual care plans.
- 3.25 Staff are aware of the importance of checking that people have eaten their meals and a sufficient number of staff are always on hand at meal times. Breakfast is usually the busiest meal of the day and a red tray system is in operation for all meals to identify residents who require particular assistance or monitoring. For example, some residents have lost their gag reflex.
- 3.26 In relation to GP care, residents either remain on the books of their existing doctor or can register with Redholme's GP who is Dr Majeed (Earle Road Medical Centre).
- 3.27 The home has an ethos of trying to reduce medication wherever possible and to "treat the person not the illness". Indeed, the LINK group met one resident in particular during the visit who had apparently been heavily medicated when she first arrived and not able to interact with others but who was now on reduced medication and took an interest in and chatted to the LINK visitors.

## **Staff training, support and development**

- 3.28 Staff have supervision meetings on an 8 – 12 week cycle and are all trained to National Induction Standards before being expected to obtain NVQ Level 2 qualifications, paid for by Redholme. Staff also have the option to gain Level 3 NVQ qualifications if they wish to. All staff must be trained in Health and Safety, Food Hygiene and have dementia ‘refresher’ training annually. Redholme also runs a dementia training course which it sells to others as a source of income. They recognise that there is a need for specialist training as, for example, the mental health nurse training course at the University of Liverpool currently includes just one hour of dementia training. Look Closer Nurses – DVD for MacMillan. Additionally, Redholme has been involved in a DVD produced by Macmillan which aims to raise the awareness of Macmillan nurses with regard to cancer patients who have dementia.
- 3.29 Minimum pay for registered nurses is £12.00 per hour, rising to £16.50 for senior staff. However, income from Liverpool City Council has not increased for four years – currently £508 per week per person. This compares, according to Redholme, to £1,250 paid per resident to Council care homes such as Granby, even though they do not provide nursing support.
- 3.30 The majority of income is spent on wages, catering and incontinence products. The PCT pays for four incontinence pads per day per user but this does not meet the level of need and care home owners are concerned by rumours that even this level of support will cease in the near future. Meanwhile, the home has the choice either to leave people in soiled pads for several hours or to change them regularly using pads it has paid for itself. It chooses to do the latter.
- 3.31 In response to a question about the amount of income derived from service users themselves Ann replied that the Residential Living Allowance paid in respect of each resident is reduced by the amount of state pension each person receives, so that no additional funding comes to Redholme. Staff are not told which residents are self-funded and which are funded by the Council, to ensure that all are treated equally.
- 3.32 A particular concern raised by Ann was that although the residential home is subject to inspection by the Care Quality Commission (CQC) there is apparently currently no statutory duty for any organisation to inspect or monitor the day care service – including the City Council.

## **4.0 Evidence from Visit – Tour of Services**

- 4.1 Following the informative question and answer session summarised above, the LINK group were taken on a tour of the premises.

- 4.2 They were shown that there are a lot of photographs of residents, as well as pictures and murals all around the building. One mural in particular was painted by members of an over 70s art group and depicts local scenes which help service users to reminisce. Reminiscence is also triggered by naming corridors after local street names, complete with street signs e.g. Lime Street. Hand rails were attached to walls to help people with mobility problems and wall-mounted hand hygiene dispensers were also in evidence.
- 4.3 The visitors saw residents enjoying two 'mixed' lounge areas as well as the lounges in the women's and men's areas of the home. They also saw a dining room and a 'bar' area where the home holds bar quizzes for residents. At meal times residents can choose where they want to eat and do not have to sit down at a dining table if they feel more comfortable elsewhere. New flooring was being fitted in the lounge in the men's unit under the oversight of the full-time Maintenance Manager. A notice on the wall showed a list of upcoming birthdays.
- 4.4 Staff were visibly engaging with residents and this included maintenance and catering staff as well as nurses and care workers. There were also several visitors / family members present. Some residents were interested in the LINK group and came over to speak of their own volition. Others did not wish to engage and the LINK visitors respected this and tried to cause as little disruption as possible.
- 4.5 Red doors indicate toilets or bathrooms to help residents identify them more easily. A bathroom seen by the visitors was in the process of being cleaned following use and there were also several staff members cleaning and maintaining the premises during the visit.
- 4.6 Residents are not showered at regular, set times but are washed as often as required based on individual need.
- 4.7 The visitors were shown an example of a typical bedroom (which was empty at the time) and told that residents are encouraged to make their rooms as personal as they like.
- 4.8 A relative who spoke to the LINK group said that she would be happy to live at Redholme herself and added "They do so much here, it's really good. A lot of stimulation."
- 4.9 The staff area includes a changing area and medical room as well as the kitchen and laundry facilities. There is a smoking shelter outside and staff get free meals when they are on duty.
- 4.10 The chef told the visitors that the menu for tea on the day of the visit was sausage rolls and spaghetti, salad or jacket potato.
- 4.11 All laundry is done in-house and every resident has their own basket to ensure that clothing is not lost or mixed-up.

- 4.12 The garden was well maintained and provided a very pleasant setting and view for residents. One resident was sitting outside enjoying the sun as the LINK party toured the grounds.

### **Day Services**

- 4.13 The walls in this unit were again decorated with photographs of service users and service users' own art-work and words, including their hopes and wishes shown as daisy petals produced during training provided as part of the Dignity in Care campaign.



- 4.14 The Unit includes a well decorated and furnished lounge area with a television, fish tank and electric organ, a dining area, a kitchen - which helps service users to maintain their skills, a mobile shop and an office area for staff. There is also a consultation room used by Redholme's GP and District Nurse.
- 4.15 Although this part of the service is aimed at day users the unit includes a bathroom/shower room. Service users are often washed at Redholme because their partners or carers are not able to wash them at home – either because they are physically unable to or because, owing to the service user's dementia, they feel that they are being assaulted when anyone, including their loved ones, attempts to wash them.
- 4.16 One of the most impressive parts of the unit is the fully equipped Easyline gym which offers the opportunity for users to undertake a range of cardio-vascular exercises. All Redholme staff, including domestic staff, have been trained in supporting users with gym equipment. In addition, the home now has a Wii Fit which has proved very popular.
- 4.17 Service users go on an annual barge trip and have regular barbeques. Last year some service users also performed in a dementia choir and took part in a 10-week dance course at the University of Liverpool.
- 4.18 Once again, service users appeared to be comfortable and content in their surroundings and had sufficient staff in attendance. The atmosphere was relaxed and friendly.
- 4.19 The final stop on the tour was the staff room/training room which has been refurbished with furniture donated by a hotel chain.

## **5.0 Conclusion: are service user needs/preferences being met?**

- 5.1 Given the evidence available on the day of the visit the LINK visitors felt confident that the needs of Redholme's service users are being met very well and that their preferences are honoured as much as is feasibly possible, given their mental health condition. Dignity and equality are taken seriously at Redholme and the nursing home and day service facilities appeared to be clean, hygienic and well-maintained with service users and visitors well-supported and attended to. The management and staff are to be applauded for their commitment and approach to their work and to providing a positive environment for a particularly vulnerable group of service users.

## **6.0 Recommendations**

- 6.1 Based on the evidence gathered in the course of the visit, Liverpool LINK makes the following recommendations.
- I. Further to issues raised in the course of the visit the Enter and View team request that the Liverpool LINK Core Group write to Liverpool City Council (LCC) to:
    - a) raise concerns that the review of local adult care services may have an impact on supply and demand for specialist services such as those provided at Redholme and to ask whether the City Council has a contingency plan in the event that specialist independent care services are forced to close leaving patients and service users vulnerable;
    - b) clarify the rationale for any differences in payments made to Council-owned and Independent Care Homes and Nursing Homes;
    - c) question current PCT policy on the funding of incontinence products;
    - d) clarify the situation regarding inspection of independent adult day services to ascertain who would take responsibility in the event of a serious problem with commissioned services.
  - II. In relation to Redholme itself, it would appear that the contact information for the Care Standards Commission – included as part of Redholme's Complaints Procedure – is out of date and should be replaced with information about how to contact the Care Quality Commission.
  - III. Whilst Liverpool LINK members were impressed with Redholme's use of chickens as a way of engaging residents in enjoyable activities they were concerned that a larger run may be required for all 10 chickens. *N.B. Since the visit we understand that an extended run has been provided and that three roosters will be re-homed.*

## **7.0 CONTACT:**

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