

Visit to  
Merlin Manor

29<sup>th</sup> August 2024  
&  
2<sup>nd</sup> September 2024



# Contents

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- 1) Introduction
  - 2) Background – Merlin Manor Care Centre
  - 3) Aims of the Visit
  - 4) Methodology
  - 5) The visit - Arrival at Merlin Manor Care Centre
  - 6) Independence
  - 7) Dignity & Privacy
  - 8) Food & Nutrition
  - 9) Involvement & Respect
  - 10) Safety & Security
  - 11) Health & Wellbeing
  - 12) Dementia Specific Observations
  - 13) Summary of Visit
  - 14) Recommendations
  - 15) Appendices
    - (1) Visit Risk Assessment
    - (2) Manager Questionnaire - summary
    - (3) Relative Questionnaire - summary
  - 16) Acknowledgements
  - 17) Service Provider Response
-

# Healthwatch Hartlepool

## Merlin Manor Care Centre

### Enter and View Report

#### Visit to Merlin Manor Care Centre 29<sup>th</sup> August 2024 and 2<sup>nd</sup> September

#### 1. Introduction

On December 4<sup>th</sup> 2023 Healthwatch Hartlepool conducted its first ever visit to Merlin Manor. In the report which was published following the visit recommendations were made in relation to areas in which it was considered development was required. Consequently, a return visit to Merlin manor was scheduled to take place within 12 months of the original visit to review progress.

Merlin Manor is Hartlepool's largest care home, and consequently the visits involved six Healthwatch representatives. The visit was conducted in two parts, an initial general 5 person visit on August 29<sup>th</sup>, and a follow up 2 persons visit on September 2<sup>nd</sup> which focused specifically on the care and support of residents living with dementia.

The visit followed parameters and safeguards mutually agreed by all parties which were formalised in a Risk Assessment which can be found in Appendix (i).

#### Details of visit

Details of visit:	
<b>Service address:</b>	Merlin Manor Care Centre Merlin Way Hartlepool TS26 0BF
<b>Service Provider:</b>	Prestige Care (HM) Limited
<b>Date and Time of Visit Part 1:</b>	29 <sup>th</sup> August 2024 at 2pm & 9 <sup>th</sup>
<b>Authorised Representatives:</b>	Jane Tilly, Carol Sherwood, Margaret Metcalf, Stephen Thomas, Carol Slattery,
<b>Date and Time of Visit Part 2:</b>	2 <sup>nd</sup> September at 9.30am

<b>Authorised Representatives</b>	Michael Booth, Carol Slattery
<b>Contact details:</b>	Healthwatch Hartlepool, 1st Floor, Greenbank, Waldon Street, Hartlepool, TS24 7QS

## **2. Background – Merlin Manor Care Centre**

Merlin Manor is a new, purpose-built care home situated on the Bishop Cuthbert estate in Hartlepool. It is registered to provide personal and nursing care for up to 94 people. The home supports older people, those with physical disabilities or sensory impairments and people living with dementia. At the time of our visit there were 78 residents.

The home has a variety of lounges and dining rooms and all 94 rooms have en-suite facilities. The home has a dedicated dementia floor which was specifically designed to promote a calm and relaxed living environment.

Specialist facilities, including adapted bathing areas and shower facilities, extra wide corridors and an integrated nurse call enable the provision of nursing care services.

This was Healthwatch Hartlepool’s second Enter and View visit to Merlin Manor, following an initial visit in December 2023.

## **3. Aims of the Visit**

Our overall aims were –

- To gather feedback from residents and family members of their impressions of care provision at Merlin Manor and how the care service has evolved since opening in 2022.
- To gain insight into the day to day provision of care within the home and the service provided including specific support for residents who are living with dementia.
- The review progress against recommendations made in the report which followed our earlier visit in December 2023.

#### **4. Methodology**

The visit to Merlin Manor was conducted by Healthwatch Hartlepool and as mentioned in the introduction and was semi-announced, with the Home given notice of a four-week period during which the visit would take place. Although Covid restrictions no longer apply, the visit was conducted sensitively, and the visit risk assessment was always followed.

Prior to the visit the Home Manager completed a questionnaire, the responses to which can be found in Appendix 2. We also provided the Home with a questionnaire to be completed by family members of residents, the responses to which can be found in Appendix 3.

This was followed by an initial five-person visit which took place during the afternoon of August 29<sup>th</sup> and a follow up two persons visit on the morning of September 2<sup>nd</sup>. The visiting team initially familiarised themselves with latest Healthwatch England guidance on conducting visits and the findings from the previous visit in December 2023



During the visit, the visiting team spoke to 14 residents, 2 visitors the Care Home Manager and several staff members.

In addition to the visit, a questionnaire was also made available for family members to complete during a three week period around the date of the visit. A copy of the questionnaire and a summary of responses from the eight returned questionnaires can be found in Appendix(iii).

#### **5. The Visit**

On arrival at the Merlin Manor, we were warmly welcomed by a staff member. We introduced ourselves, signed the visitors book, and waited in the reception area for the Home Manager who was in a different part of the building. While waiting, we observed several notice boards with

useful information, including Merlin Manor Staff Champions, details of the Prestige Group Whistleblowing Policy, events and activities and the weekly menu. We also noted information about safeguarding and how to raise a concern, monthly family member meetings and voting slips and ballot box for staff to vote for “colleague of the month”. A poster was also on display advising family members of Healthwatch Hartlepool’s intention to visit the Home. We also saw a hydration station with water and fruit juice available for residents and visitors.

The Home Manager soon arrived and invited us into her office. We thanked her for completing her manager’s questionnaire (a copy of the completed questionnaire can be found in Appendix ii) and told her that a follow up visit would be taking place the following Monday which would specifically focus on the care and support of residents living with dementia. The questionnaires that the family members completed were given back to us, and then returned to Healthwatch. We asked her if there was anywhere in the home that we should avoid for any special reason, and Carole said she couldn’t think of anywhere.

We mentioned to Carole that we had noticed a lively gathering in a lounge near to the reception area. Carole explained that it was a regular event at which local mothers and children from the local community visit the Home and engage with residents. She said it is popular with residents and the children and families also enjoy coming and taking part.

## 6. Independence

Most residents and relatives agreed that there were plenty of activities on offer. There are weekly activities advertised on the noticeboard. We noticed an advert for a pie and pea evening with a singer, and residents mentioned trips out “The Tall Ships”, Hartfield’s Manor to visit Costa Coffee, Larry’s Lanes at Seaton Carew and “fish and chips”. Residents also

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
N/A	N/A	N/A	BINGO MORNING LITTLE MERLINS GROUP	PIZZA MAKING SESSION MEALS TALK SHIPS AFTERNOON	HARTLEPOOL REMINISCENCE WITH BRUNCH SENSORY TABLE AFTERNOON	BRACELET AND KEY RING MAKING SENSORY SHIRT AFTERNOON
HAND AND MAIL CARE FOR ALL KARAOKE AFTERNOON	COFFEE MORNING FOR COFFEES BALL SHIPS VISIT FOR COFFEES 1.2-1.5	ARTS AND CRAFTS PARACHUTE GAME PRIZE BINGO AFTERNOON	BAKING MORNING GIMBAL WALK TV SESSION LITTLE MERLINS GROUP	BUBBLE THERAPY IN THE GARDEN QUIZ WITH BRUNCH RESIDENTS CHOICE	OUTING TO HARTFIELD'S 1.2-1.5 PRIZE BINGO AFTERNOON	SUNDAY CHURCH SERVICE RESIDENT SHIRT ALONG MOVIE AFTERNOON
PARACHUTE SHIRTS COFFEE MORNING KNT AND MATTER TALL SHIPS VISIT FOR COFFEE	HOPE COMBINATION PET THERAPY VISIT WITH HUSKIN DVD AND SHAMPOO EVENING	GIMBAL WALK MORNING KNT AND MATTER PRIZE BINGO AFTERNOON	ARTS AND CRAFTS WOOD SHEDDING SESSION LITTLE MERLINS GROUP	PIZZA MAKING SESSION 1.2-1.5 BOMBS GAMES AND DOMINOS	SUNNER FAIRE REMINISCENCE SESSION MOVIE AFTERNOON	SUNDAY CHURCH SERVICE REMINISCENCE SESSION MOVIE AFTERNOON
MONS CLUB LUNCH PAVILION PAVING AT TILSON 1.2-1.5 HARTLEPOOL THE BRIDGE DASH	COFFEE MORNING PET AND MOTHER TALL SHIPS VISIT FOR COFFEE ALL 1.5-2.0	ARTS AND CRAFTS PRIZE BINGO AFTERNOON BAKING AFTERNOON CAPILLARY HAIRIES	GIMBAL WALK MORNING KNT AND MATTER LITTLE MERLINS GROUP	HARTLEPOOL THE BRIDGE DASH 1.2-1.5 BUBBLE THERAPY IN THE GARDEN AFTERNOON TEA	BUBBLE THERAPY PRIZE BINGO HAWKMAN HULA PARTY	SUNDAY CHURCH SERVICE OLD HARTLEPOOL STORES MOVIE AFTERNOON

mentioned quizzes, carpet bowls and art sessions. One or two residents did say that they didn’t have much to do as things on offer “didn’t interest them”. Another

said, “there are things to do if you want to but I prefer to stay in my room”.

Two different hairdressers attend the home each week, one on Monday and one later in the week and are kept busy by the residents, ensuring they always look their best. All the residents we spoke to were clean, tidy and well dressed and all areas of the Home were odor free.

Residents told us that there was usually staff support, for those who needed assistance in moving around the building although one person commented “sometimes they are slow”.

Personal items and choice of decoration in their rooms are encouraged, and residents told us that they could have personal items such as fridges in their rooms. As with our previous visit were told that relatives can visit at any time and did not have to give prior notice or make an appointment.

Most residents said they had been asked if they wanted to vote, but the majority of those we spoke to choose not to. One resident said she had not been asked and would have liked to vote if given the chance.

Residents told us that they have a choice in handling their own money. Most said they prefer family members to deal with their finances, but some do take care of their own money.

## **7. Dignity and Privacy**

During the visits team members observed various examples of staff engaging with residents in a caring and respectful manner. Several staff members were particularly praised by residents for their friendly, kind and supportive behavior, “nothing is too much for X they really care about us”, and “he is such a character, always makes us laugh”!

Most residents told us that staff always knocked before entering their rooms, “You can’t fault the staff, they are as good as gold”.

Residents informed us that they could bathe or shower as often as they wished. Assistance with dressing and bathing was always provided discreetly to those who required it.

All agreed that staff call them by their preferred name. All residents can practice their own religion if they choose to do so, and some residents commented family members take them to church.

## **8. Food and Nutrition**

During both of our visits we noticed snacks and drinks being made available from “snack trollies” at 10.30am and 2.30pm. Hydration stations were also present at various places throughout the home.

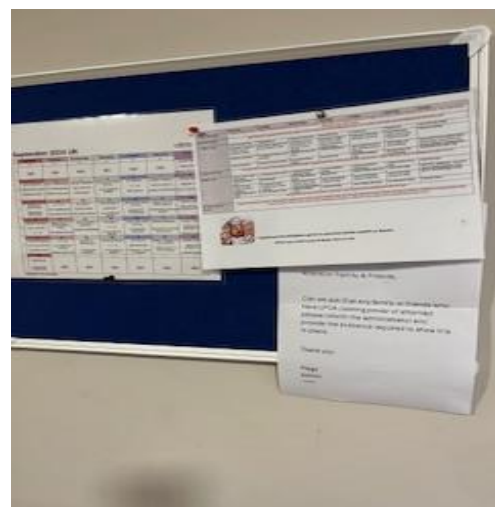
Most residents agreed that the choice, temperature, quality and quantity of food were fine. However, two residents stated that they did not like spicy food and occasionally this left them with little or no choice. One resident also said that he would prefer his food to be hotter.

All residents who responded said that they could choose where to eat but were encouraged to go into the dining room.

Residents generally said that they enjoyed their meals, and we noted that a menu is published and available for the week ahead and were told that choices meal choices are made in the morning for the day ahead.

Some residents commented that occasionally they cannot remember what they have chosen or wish to change their mind later in the day. The print size of the menus was quite small and consequently, some found it hard to read.

Residents have a choice of dining rooms but can also eat in their own room should they wish to do so.



## **9. Involvement and Respect**

All residents and family members commented that staff are very respectful and polite. Several staff members were singled out for the friendly, caring and respectful way in which they engage with residents.

“He is lovely, makes me smile!”

All staff were smartly dressed, wearing uniforms and person identification badges.

Whilst conducting the visit one member of staff was seen taking time to comfort and reassure a resident who had become upset and confused.



She sat with the resident, held her hand and talked quietly and reassuringly until she had become calmer and more relaxed.

Residents said that concerns can be raised and are usually quickly dealt with. (Suggestion box available).

The residents and families said that things are mostly explained in an easily understood way, and when staff have time, they talk to us and listen to us talk about the things we like. Some relatives commented that staff are usually very busy so it can take a while before they are able to speak to you.

All said that they know how to make a complaint or give a compliment. Most commented that they had never had to make a complaint. If assistance is needed, staff will usually help, although several residents commented "staff are usually very busy".

## **10. Safety and Security**

Everyone we spoke to said that they felt safe and secure at Merlin Manor.

Residents also feel safe when equipment, such as hoists and mobility aids are being used, and there were always staff there to help and support if necessary.

All floors have lifts which are key coded as are all entrance points to the building.

Residents spoken to felt that personal possessions were safe in rooms most staff always knocked, and only entered a resident's room when invited to do so.

All of the residents we spoke to knew what the fire alarm sounds like, and others commented that they were aware as it regularly goes off! Carole, the Home Manager confirmed that there are regular fire alarm checks.

We noted that communal rooms were quite welcoming and that some re-decoration had taken place since our previous visit.

We also noted that much more of the record keeping was now computerised rather than paper based.

## **11. Health and Wellbeing**

Generally, residents told us that staff regularly enquire as to how they are feeling and if they are happy with the care they are receiving. One resident said that staff don't enquire very often but that they are "very independent and it doesn't bother me."

Most said they felt involved in making decisions about their ongoing care, as did family members. Some family members commented that their relative no longer had the capacity to make decisions themselves but that they were involved in discussions around changing care needs and wellbeing.

Most residents said they were encouraged, and if required assisted to keep active and walk about. Some took part in chair exercises and other activities. One resident said they had not been asked, but were "independent", and able to keep active without support from staff.

Family members told us that they are informed and involved in decision making if the care needs of their relative change along with Health Professionals and relevant outside agencies.

Residents and family members commented that the home arranges regular GP, optician, dentist, podiatry and other appointments as necessary. The home is served by Hart Medical practice, but residents can stay with their existing GP practice should they wish to do so.

Most residents agree that if they rang for attention, staff are available on each floor and will attend as quickly as possible, although several residents did say that "staff are often rushed off their feet."

## **12. Dementia Specific Observations**

Two visitors returned to Merlin Manor on September 2<sup>nd</sup> and looked specifically at dementia care.

They received a warm welcome and were offered a hot drink whilst waiting to speak to the manager. They found the waiting area to be clean & tidy and cold drinks were on display for visitors. A few staff were seen going about their daily routine.

They met with Carole, the Home Manager, who explained that there had been some changes since the previous visit in December 2023.

She said Care plans etc are now on handheld devices and QR codes are in some rooms to be scanned. Medication dispensing is still hand written but a pilot scheme is taking place in another home within the Prestige Group, and depending on the outcome, changes may be introduced.

Funding was secured from the Hartlepool Borough Council to install large screen interactive activity tables. Interactive tables are a form of inclusive technology which enable older people and people living with dementia to participate in activities and games which help keep their minds active.

Since our previous visit, Merlin Manor now employs 3 activity co-ordinators working 30hrs per week between them.

In the downstairs lounge we observed 4 residents engaging with musical instruments and coloured sand. The co-ordinator was encouraging and proactive with all residents, she was warm, friendly and chatty.

On the 2<sup>nd</sup> floor we spoke to 1 resident who was very chatty and showed us the fabulous views from the window and told us about some of the landmarks.

We spoke to one carer who has been doing her Dementia training online. They had found it very interesting and hopes to complete the last 3 modules soon. She said she enjoys working at Merlin Manor and has been in post for 3 months.

We noticed the corridor offices are now enclosed. Previously they had been open which afforded no privacy before and the area could get quite loud and busy with residents congregating in the corridors.

The Nurse in charge said information is kept more securely. Residents are not allowed to enter the office space. Doors can be locked and staff can get on with their work whilst also observing residents through the glass windows.

We observed an interaction between a resident and a staff member who was asking the resident what he would like to have for his lunch and tea.

It was noted that asking the resident in this way may confuse him and he was unlikely to remember what he had chosen later in the day.

We asked residents what the food was like and those able to answer said it was good.

The Co-ordinator on the upper floor was very confident and chatty. She said they had not long finished bowling and were having a tea/coffee break and colouring in some small canvas pictures and once finished the residents would hang them on their walls. She explained that they go out to the Tall Ships Pub on a Tuesday and visit Hartfields on a Monday afternoon to visit the Costa Coffee Shop. The residents also like the memory lane pictures there. They also like to visit Larry's Lane in Seaton. She also said she has contacted HBC and has arranged for the residents to have their bus passes so they can go out on the bus without having to pay.

We noticed some old photographs in the lounge area and a doll.

We noted that the TV's on the first and second floors are both on busy backgrounds which could be off putting for residents with dementia. A plain background would be much better.

Also, all the clocks we saw were analogue and for many people living with dementia it is easier to tell the time in a digital format.

Some rooms had the name and a picture of the occupant on the door. Menus were displayed on the notice board, but the print size was small and should be bigger.

Some pictures of food were displayed on the notice board but not necessarily of food items on the menu for that day.

### **13. Summary of visit.**

As with our previous visit we found Merlin Manor to be clean, warm, spacious, odor free and very welcoming. The building is new and the corridors are wide and accessible. During our visits, we observed staff



engaging with residents in a caring and respectful manner and most residents gave positive feedback about their interactions with staff.

We noted that progress had been made in addressing most of the recommendations in the report which followed our last visit.

Staffing levels has increased and greater use of IT was being made by staff for reporting and monitoring purposes.

Communal areas had been redecorated since our previous visit and were now brighter and more welcoming. Improvements to landscaping are ongoing with a view to making the outside space, safer, more attractive and more accessible for residents.

Staff spoke highly of the training opportunities that were available to them, and several said that they had either undertaken or were about to undertake more advanced dementia training. However, we noted that the print size on weekly menus had not increased and that residents are still asked each morning for their food choices for the day. This can be confusing for residents with memory loss as they may not remember their choices later in the day.

Finally, there is a wide range of internal and external activities which residents can get involved in and the hours worked by the activity coordinators has increased since our last December visit.

#### **14. Recommendations**

1. That the manager and her staff team are commended for the overall standard of care provided at Merlin Manor and for developments which have taken place since our previous visit.
2. Current staffing levels are maintained and regularly reviewed, particularly in the dementia care area of the home.
3. The ongoing development of IT usage for recording and monitoring purposes continues.
4. Further consideration is given to wider use of large print and pictures in menus, activity information etc to ensure all residents are aware of options and to maximise choice.

5. Internal decoration continues to be reviewed to ensure it does not cause confusion or distress for residents living with dementia.
6. The current landscaping arrangements in the garden continue to be reviewed in order to make the space more attractive and accessible for residents.
7. Dementia training continues to be made available and promoted at various levels to facilitate ongoing staff development and understanding of support/care needs of residents living with the condition.
- 8) Consideration is given to raising the level of seating in lounge areas to ensure that residents do not have difficulties getting up.

## 15 Appendices

### Appendix (1)

# 1 HEALTHWATCH HARTLEPOOL

## 2 VISIT RISK ASSESSMENT- ENTER & VIEW VISIT

Location of Visit Merlin Manor

Assessment Prepared by Stephen Thomas

Date of Assessment 21/08/24

Date of Visit Between 21<sup>st</sup> August and 18<sup>th</sup> September 2024

Date Checked and Agreed by Home Manager

Comments - DRAFT Risk Assessment for proposed Enter and View visit to Merlin Manor between August 21<sup>st</sup> and September 18<sup>th</sup> by Healthwatch Hartlepool

### 3

What are the hazards/risks associated with the visit? What could happen? Please list	Who is particularly at risk?	What precautions or existing control measures are presently taken?	Risk of accident/dangerous occurrence of non-compliance High/Medium/Low	Actions
Risk of infection (Covid, Flu or other) from members of the visiting team	<ul style="list-style-type: none"><li>Residents</li><li>Staff</li></ul>	<b>Pre-visit Precautions</b> <ul style="list-style-type: none"><li>The visiting team will be limited to seven Healthwatch Hartlepool</li></ul>	High	<ul style="list-style-type: none"><li>HWH Development Officer to ensure that visitors present all relevant documentation prior to</li></ul>

	<ul style="list-style-type: none"> <li>• Family members and other visitors</li> <li>• E&amp;V visitor</li> </ul>	<p>representatives (6 Enter and View visitors and 1 Trainee/Observer)</p> <ul style="list-style-type: none"> <li>• If available, visitors will be up to date with Covid vaccinations</li> <li>• If available, visitors will have had the annual seasonal flu vaccine.</li> <li>• The Home Manager will provide HWH with any relevant H&amp;S policies which the visitor is required to be aware of and observe during the visit.</li> <li>• The visiting team will adhere to the usual protocols around the conduct of visits as specified in national and local guidance.</li> </ul>		<p>the visit and that it is made available to other parties on request.</p> <ul style="list-style-type: none"> <li>• Home Manager (or designated representative) to provide HWH with copies of all relevant H&amp;S policies prior to the visit</li> </ul>
<p><b>Risk of infection (Covid, Flu or other) from members of the visiting team</b></p>	<ul style="list-style-type: none"> <li>• Residents</li> <li>• Staff</li> <li>• Family members and other visitors</li> <li>• E&amp;V visitor</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Visit Precautions</b></li> <li>• The Home Manager (or designated representative) will provide a full briefing around H&amp;S requirements which the visitors will be expected to follow during the visit.</li> <li>• The visit will be limited to communal areas and 1:1 discussion with residents, family members and staff.</li> <li>• If requested, visitors will wear PPE in line with the policy of the Home and any underpinning legislative requirements during the visit, including mask, gloves, and apron.</li> <li>• If the Home reports an outbreak (Covid, Flu, sickness/diarrhoea etc) the visit will be postponed.</li> </ul>	<p>High</p>	<ul style="list-style-type: none"> <li>• Identification of best practice to ensure risk minimisation at pre-visit virtual meetings.</li> <li>• Agreement of strict set parameters within which the visit will be conducted.</li> <li>• Development of pre-visit questionnaire for residents' family members and visitors to minimise the need for face-to-face contact.</li> <li>• Cancellation of visit if the home reports an outbreak (Covid, Flu, sickness/diarrhoea etc)</li> </ul>



<p><b>General Visit Safety measures</b></p>	<ul style="list-style-type: none"> <li>• Residents</li> <li>• Staff</li> <li>• Family members and other visitors</li> <li>• E&amp;V visitor</li> </ul>	<p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• The visitors will dress in a manner which minimises infection risks in line with the Home’s health and safety policies.</li> <li>• Visitors will display their Healthwatch Hartlepool ID badge at all times. Failure to do so will bar them from taking part in the visit.</li> <li>• Visitors will observe all general H&amp;S policies and practices of the Home and any instruction they receive from home staff during the visit.</li> <li>• All visitors will have completed the full HWH E&amp;V training programme, and other required training inputs, and have a recent and verified DBS check.</li> <li>• Should a safeguarding concern arise during the visit, the lead visitor will immediately report the incident to the Home Manager and HWH CEO/Development Officer. A decision will be made as to whether the visit should be suspended.</li> <li>• The visitors will notify the HWH Office that they are safely home at the end of the visit.</li> </ul>	<p>High</p>	<ul style="list-style-type: none"> <li>• HWH Development officer to ensure the visitor is aware of and compliant with all policies, procedures and requirements relating to the conduct of the visit</li> <li>• Visitors to contact HWH to confirm safe arrival home on conclusion of the visit.</li> <li>• Healthwatch Hartlepool Development Officer to ensure that the Home Manager is fully aware of the legislative parameters which govern the conduct and delivery of Enter and View visits</li> <li>• If a safeguarding concern arises, HWH and Care Home Safeguarding Policy/procedures will be followed</li> </ul>
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## Appendix (ii)



### Pre-Visit Questions For Manager - Merlin Manor

#### **A. About The Home**

Owners? PRESTIGE CARE GROUP

Number of residents/beds? 82

Registration, what services are you registered to provide?

NURSING AND RESIDENTIAL CARE

#### **Dementia friendly? (Examples of support for residents with dementia,)?**

Our staff understand that living with dementia can affect a person's feelings, thought processes and individual responses. We recognise and respond to everyone's emotional needs, developing a plan of care that is person centred with the resident at the core of all interactions. We endeavour to try and meet the need. If we are unable to meet the need we will try to substitute the need, does the resident want their family there? We will spend a few moments looking at photographs or chat about things that interest them this can lead on to distraction, this is the skill of focusing on other things. if it helps calms the situation, we carry on talking about things that they enjoy talking about. If this doesn't work, we may need to explore their likes and dislikes, the 'about me document' which is completed on admission assists with this. Staff are always mindful that telling a resident the truth could exacerbate the situation, and we would avoid unnecessary suffering e.g reminding someone that their partner had passed away.

#### **Specific Care needs of residents (eg living with dementia)?**

Our staff recognise the need such to support individuals with their identity. Look at ways to support individuals with challenging behaviours i.e. contacting and liaising with appropriate professional's developing and adhering to behaviour support plans. This then helps reduce behaviour's that challenge, Meet the residents' underlying needs, increase carer's skill in managing residents specific challenging needs. Educate to increase carer understanding of behaviours and triggers. We also try to reduce the risk of residents suffering from delirium by carrying out regular physical observations in line with resident of the day, this includes blood pressure, pulse, temperature, o2 Sat's, and respiration monitoring which will give us an Early Warning Score that enables us to seek early intervention. Staff also have understanding of the practical impact of dementia on the individual and their families, we offer support and guidance whenever needed. We Offer Day-To-Day Help, Support And Care Through Our Personalised Care Plans. Around The Clock Individualised Nursing Care, Long and Short Term.

## **B. Staffing**

### **Number/types of staff?**

97 STAFF. CARE MANAGER, NURSE, CARER, SENIOR CARER, ADMIN, CLINICAL LEAD, DEPUTY MANAGER, HOUSEKEEPER, LAUNDRY, CHEF, KITCHEN ASSISTANT, HANDYMAN

### **Staffing levels day/night?**

14 STAFF ON NIGHTS

19 ON DAYS

### **Staff Qualifications (including managers)?**

All nurses are qualified and have Diplomas and Degrees, they hold NMC Pins which are checked monthly and re-validate every 3 years.

All staff are required to carry out eLFY training. eLFY is an online training platform (eLearning For You) which gives carers access to relevant, up to date course content, it has interactive features and training functionalities, so that staff can fit training around their individual roles.

### **Staff Turnover?**

### **Staff training mandatory/optional? (for example, dementia awareness and safeguarding)?**

All staff have completed the care certificate or working towards completion. We are currently booking staff onto dementia awareness training, there have been a few sessions which staff have already attended. We have registered Mental health nurses who establish trusting relationships quickly, this help individuals understand their situation and get the best possible outcome. They are trained about the legal context of the role and also able to identify whether and when someone may be at risk of harming themselves or someone else.

## **C. Activities**

### **Activities Co-ordinator?**

We have three activities co Ordinator's in Merlin Manor. The work of activities coordinators has proven to make a big difference in the lives of our residents.

### **Daily activities?**

They Create and organize a varied activities program for residents., they help residents stay healthy, happy, and well connected to others in the care home. We have found that sometimes residents may feel more comfortable talking to an activity coordinator rather than care staff, so they are a valuable resource for fostering an effective and caring environment.

### **Special occasions?**

The activities coordinators are often responsible for planning and executing seasonal celebrations and special events. These include holiday parties, birthday celebrations, and events that honour residents' diverse cultural backgrounds.

## **Do you find out about your residents' areas of interest and try to accommodate them?**

Part of the activities co-ordinator's role is to understand residents' likes/dislikes, abilities, and needs to create individual social care plans, this enables them to Co-ordinate and organize events and outings. Activities co-ordinators collaborate with staff members on all units to ensure resident safety, comfort, and satisfaction.

## **D. Safety and Security**

### **Safeguarding procedures?**

Safeguarding within Merlin Manor is a critical aspect of ensuring the well-being and safety of our residents. It involves protecting our resident's health, well-being, and human rights, thereby enabling them to live free from harm, abuse, and neglect.

Sharing information is essential for safeguarding. Poor information sharing can lead to missed opportunities and inadequate care. We are open and honest with the residents and their families about why, what, how, and with whom information will be shared. We have a safeguarding policy and procedure that must be followed when raising a safeguard concern.

### **Access to the building?**

All areas can be accessed from ground floor level, there is lifts within the building which can be used by everyone to get to 1<sup>st</sup> and 2<sup>nd</sup> floor.

### **Trips and falls?**

Falls procedure is implemented in the event of a fall, staff will carry out physical observations, monitor the resident, contact 111 if required, incident forms are completed, post Falls monitoring charts are commenced, body map is completed, family are contacted in line with duty of candour, Falls referral sent to Falls Team, necessary precautions and equipment put in place i.e. sensor mats, motion sensors, safeguarding and CQC notifications sent if required, necessary referrals sent to professional bodies, staff explore rationale to Fall, could it have been prevented?

### **Wheelchairs and other equipment, management and use?**

Wheelchairs and equipment are cleaned in line with Prestige legislation and guidance. We ensure that our wheelchairs and equipment are visibly clean and free from odours that are offensive or unpleasant. We have cleaning schedules appropriate to the care and treatment being delivered within the home, these allow us to monitor levels of cleanliness, we act immediately if any shortfalls are identified. We ensure that the staff responsible for cleaning equipment have appropriate training. Domestic, clinical and hazardous waste and materials are managed in line with current legislation and guidance.

### **Personal possessions and money?**

Prestige believes that its residents have a right to expect that the home will be run on a sound financial basis with robust procedures for dealing with money and accounting. The management team ensure that adequate safeguards are in place to protect the financial interests of residents, particularly in respect of any who

have been assessed as lacking capacity under the Mental Capacity Act 2005. Merlin Manor keeps secure written records of all transactions with service users. The registered manager ensures that each resident has a personal account. Staff ensure that appropriate records and receipts are kept when they spend any money on behalf of residents. The registered manager acts as an agent for a resident when no other individual is available. In such cases the manager ensures that: the CQC is notified on inspection, records are kept of all incoming and outgoing payments. Merlin Manor provides secure facilities for the safe keeping of residents' money and valuables. All items placed in secure facilities are recorded and signed for. The home keeps records and receipts of all possessions handed over for safe keeping

### **Emergency/evacuation procedures?**

All residents have a PEEP care plan. PEEP stands for personal emergency evacuation plan. It is a bespoke escape plan which is created to assist individuals who may require additional support during a general emergency evacuation of a building. The purpose of a PEEP is to ensure that all residents can evacuate the building safely and promptly in the event of an emergency, regardless of their level of mobility or other impairments.

## **E. Wellbeing**

### **Resident contact with GP's and community Nurses?**

All residents can access their GP and the community matrons when they are feeling unwell, the senior or nurse on duty will carry out a full set of physical observations, this will generate a NEWS score which offers suggestions for appropriate action.

### **Medication management?**

Audits are completed bi - monthly and a main audit at the end of each month. We have efficient and accurate medication policies and procedures in place. We try to ensure medications are administered without interruption. Staff maintain accurate records of medication administration. Staff regularly communicate with the pharmacy to manage medication supply and any changes. The manager ensures that designated staff administer medicines only when they have had the necessary training and are assessed as competent. All care home staff (including registered nurses as part of their continuing professional development) involved in managing and administering medicines should successfully complete any training needed to fulfil the learning and development requirements for their role. The manager will record and report any medication related incidents to the appropriate bodies i.e. Safeguarding CQC.

### **Oral hygiene/dentistry?**

All residents have an oral health assessment on admission, this is updated monthly it includes:

- Capacity to consent - Does the service user have the capacity to consent to assessment?
- Does the service user see a dentist regularly (e.g. every 6, 12, 24 months)?
- If yes, what is the dentist's name and address?
- When was the last time the service user received dental treatment?
- What level of support does the service user need for mouth care?

- Does the service user smoke?
- Is the service user taking any medication that may cause a dry mouth?
- It is mandatory to look in the mouth to carry out this part of the assessment. 'Low', 'Medium' and 'High' refer to risk level of answer.
- Did the service user accept assessment? (If refused, try again later in the day)
- Signs of pain:
- Mouth cleanliness:
- Gum health:
- Referral to dental team needed?
- Advice from dentist?
- Any further notes regarding this assessment or the service user?
- Products Required Within 24 Hours.

Merlin Manor also has a dental practitioner who visits on a regular basis.

### **Eyesight and hearing?**

Merlin Manor has an optician who visits monthly. Staff will record any issues and inform the optician prior to seeing the resident. Staff will contact GP, audiologist, ophthalmitis etc if they have any concerns.

### **Podiatry?**

Merlin Manor has a chiropodist who visits monthly. Staff will record any issues and inform the chiropodist prior to seeing the resident.

### **Feeding, hydration, diet and support offered to residents?**

All residents have a nutrition/fluid care plan in place, a malnutrition care plan is put in place if required, residents are weighed monthly and referred to GP or dietician if needed. Must score is obtained which looks at:

Unplanned weight loss

The current weight loss can be observed in the MUST tool form, select as appropriate:

Less than 5%

5 to 10 %

More than 10%

Dieting towards a normal BMI / Weight loss planned and controlled OR new admission not yet screened within first 3 months

BMI Score

Over 20

18.5 to 20

Less than 18.5

Acute disease effect

Acute disease effect is unlikely to apply outside a hospital setting.

The patient is acutely ill and there has been or likely to be no nutritional intake for over 5 days

### **Washing and bathing, frequency and timings**

All residents are encouraged to shower/bathe on a daily basis.

### **Building temperature?**

Thermometers are placed throughout the building to record temperature.

### **D. Other issues**

#### **Residents and decision making?**

Merlin Manor ensures everyone's contribution is recognised and valued, all residents including those with cognitive impairment, their families and staff members, have the chance to be involved in the decisions that affect them. Monthly resident meeting is held, the managers door is always open and we honour the duty of candour by always being open and honest.

#### **Contact with family members?**

Merlin Manor recognises that all residents have a right to family life, which is protected in law under the Human Rights Act, Article 8, and reinforced through the new Regulation 9A "Visiting and accompanying in care homes, hospitals and hospices". We carry out care plan reviews which involves discussing the plan of care with families, taking on board any suggestions and adjusting the plan of care to facilitate them. Staff understand that contact with relatives and friends is fundamental to the residents' health and wellbeing.

#### **Complaints/compliments procedures?**

Prestige monitor complaints over time, looking for trends and areas of risk that need to be addressed. This includes considering whether the process needs to be revised.

Staff who are involved in the assessment and investigation of complaints have the correct level of knowledge and skill. They understand Prestige's complaints process and are knowledgeable about current legislation and guidance.

Consent and confidentiality are not compromised during the complaints process unless there are professional or statutory obligations that make this necessary, such as safeguarding, CQC concerns. Complainants are kept informed of the status of their complaint and its investigation and are advised of any changes made as a result. Prestige maintains a record of all complaints, outcomes and actions taken in response to complaints. Where no action is taken, the reasons for this are recorded. Prestige acts in accordance with Regulation 20: Duty of Candour in respect of complaints about care and treatment that have resulted in a notifiable safety incident.

#### **Hospital discharge - recent experiences?**

Staff receive a discharge summary when residents return to the care home, this includes a section that summarises the key information of the residents' hospital stay, including investigation results, diagnoses, management and follow up. Staff will then review the residents care plans and adjust them accordingly, the discharge summary is then up loaded onto the residents care plan.

#### **Any other comments/observations**

## Appendix (3)

### Family Engagement Questionnaire - Merlin Manor (8 returned)

#### Summary of Responses

#### Introduction

##### 1) How long has your relative been a resident at merlin Manor?

- A few weeks
- 5 months
- 18 months
- 8 weeks
- 9 months
- April 2024
- 6 months
- Nearly a year

#### Care

##### 2) Are staff polite, approachable and friendly?

- Yes they are
- I feel all staff are polite and caring and can speak to them no bother
- 90% of the time, staff are friendly and approachable
- Yes
- Staff are very approachable, friendly, caring and polite
- All staff are very kind, professional, caring and approachable
- Yes
- Yes

##### 3) Are interactions between residents and staff positive and friendly?

- Yes
- Yes, I think so, it is a happy home.
- Yes they are
- I have watched very caring interactions from the care staff toward residents. Some staff are always singing and dancing with the residents
- I would say 95% of staff are polite and friendly but there are a few who are unapproachable
- Always
- Yes
- Always kind and friendly

##### 4) Are staff available when you or other relative need them?

- Yes, so far
- Mostly, care homes are always very busy
- Most of the time the staff are on time, there have been a few instances when they haven't come on time



- Yes - they may have to wait at times, but staff attend as soon as they can. I have even seen the Manager attending to the nurse call and helping at mealtimes and once saw her sitting having her lunch with them
- Yes
- When I contact Merlin if staff busy with mum, they always call me back
- Yes
- Sometimes have to wait, but only if they are very busy

**5) Have you been involved in your relative's care plan?**

- No
- Yes, I sat with the senior nurse, and we went through things together
- No response
- Yes - the senior has asked for information
- No
- Yes
- Yes
- Yes

**6) How does the home communicate with you?**

- Face to face
- As I am in every day, if there is anything to tell me they catch me.
- Rely on senior staff for hospital appointments, changes to meds etc
- I can speak to them when I visit
- By telephone
- Face to face or by telephone
- Every time on entry to the floor I am greeted by senior carers, cleaners and managers
- Always talk to me when I come to visit mam, and if urgent phone me

**7) Does your loved one speak positively about the home and their carers?**

- They have said staff are friendly, although did comment overnight carers are not chatty, just did job.
- Yes - Would not want to be anywhere else
- Appreciate the staff
- Now she does not want to go home!
- Most of the staff are positive and the home is lovely
- Mam is always happy and cheerful when talking with staff
- Yes, she loves some staff

- Yes, the staff are lovely with mam, likes them all but particularly Josh

**8) When you visit does your loved one appear clean, tidy and well dressed?**

- Yes, so far
- Always, but that's how my mam was prior to admission
- Happy they are clean and well dressed
- Yes and I am sure my mother would tell them
- Most of the time, it depends on who gets her up. On several occasions I have had to put her bra on properly as her boobs were hanging out.
- Always
- Mainly. She has dementia and chooses strangely sometimes but always appropriate
- Always looks clean and looked after

**9) Are you happy with the standard of care your loved one is receiving?**

- Yes, so far
- Yes, and I feel if I wasn't I could speak to the staff, and it would be addressed
- Yes
- Yes, without a doubt
- Most of the time, any issues are discussed with the Manager and quickly sorted out
- Yes
- Yes
- Yes

## Activities

**10) What activities does your loved one enjoy?**

- None, as bedridden and end of life
- Going to the pub for a coffee, 1:1 pamper sessions, bingo, coffee mornings, sitting in the garden
- No response
- Anything that is taking place
- Crafts, singers, baking, gardening
- Merlin activity staff are amazing
- Watching TV, sewing and going out to the beach
- Likes to go out, quizzes and singing

**11) What activities does your loved one engage in?**

- None
- All of them
- Outings to pub, singers or coffee afternoons
- Everything

- Most activities
- Pizza making, pampering (nails), baby afternoon, singing
- None at the home, only alone in her room which is her choice
- All sorts, there is a lot to do

**12) Are they encouraged and supported by staff to join in activities?**

- N/a
- Yes
- Staff are keen to get us to interact
- Yes, as she has some problems with her hands
- Yes
- Yes
- Always
- Yes

**13) Have you ever been invited to attend meetings regarding your loved one's care?**

- No
- Yes, there is a yearly planner in the lift and on the notice board
- Yes all of the time
- There is one due next month
- No
- Always
- Not since she arrived
- Yes

## **Environment**

**14) Are you happy with the cleanliness of the home?**

- Yes
- Yes - spotless
- Yes maintained to a high standard
- 5 stars
- Yes
- Yes
- Very
- Always very clean and tidy

**15) Do you think that you loved one's room reflects them?**

- No time as yet but could make own if appropriate.
- After 5 months my mam has what she wants in her room
- Yes
- Mother has her bits
- Yes
- Yes

- Yes we have put up pictures, brought in our own chairs, a fridge, cd player and bedding
- Yes, mam has lots of her things and has brought fridge and furniture

**16) Are you happy with the cleanliness of their room?**

- Yes
- No concerns
- Yes
- Yes, no concerns
- Most times, gets untidy sometimes
- Yes
- Yes
- Yes

## Visiting

**17) Are you able to visit in person?**

- Yes
- I have been told you can come whenever you want
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes

**18) Does the home have set visiting times or are you able to visit when you choose?**

- Anytime for visitors, even overnight stays, been offered a room with bed to help family take turns sleeping
- No set times
- No set visiting times
- No
- Visit anytime
- Visit anytime
- Visit anytime
- Can visit anytime

**19) Does the home have any health and safety guidelines which you must follow?**

- Not been made aware of any
- Not that I am aware of

- No
- No
- Fire safety and signing in book
- Yes
- No
- Not that know of

**20) Do you know who to speak to if you want to make a complaint or compliment staff?**

- Initially I would speak to nurse on unit, beyond that I would speak to manager.
- Yes, I would usually go to the manager, never felt the need to complain yet.
- Yes line manager or senior
- Yes I think I would go to the Manager
- Yes
- Yes
- Yes manager. clinical lead, senior staff, carers, and office admin. Box for employee of the month vote
- Would speak to manager but haven't had to so far

**21) Is there anything else you wish to tell us?**

- I think rooms would benefit from some low level lighting overnight as carers turn main ceiling light on when entering the room to do a check which has woken my mam. Just a minor point but would help patient care in my opinion.
- My mam is a different person since she came here. Ver contented, happier in herself and putting on weight. It is nice to my mam nearly back to her normal self.
- No
- That as a family we are very happy with everything.
- No
- My mam has settled really well in Merlin Manor, she is happy and well looked after.
- No
- Mam is very happy here; she didn't want to come but has settled well and loves it now

## **16. Acknowledgements**

Healthwatch Hartlepool would like to thank Home Manager Carole Gibson and the staff team for answering our questions honestly and for ensuring this was an enjoyable visit. We wish them well for the future. Also, our thanks go to the family members who took time to complete the questionnaire and residents and visitors who spoke to us during our two visits.

## **17. Service Provider Response**

No response received.