

# The Shrubbery Nursing Home 2018 Onwards...

## A Happy Home

We believe it would be useful to residents, prospective residents and their families to highlight some actions we are taking to advance our home.

The Shrubbery is a happy home managed by Helen Ayres and her experienced team. Through 2018 we are undertaking bedroom and living area refurbishments, streamlining clinical practices and introducing many innovations in activities and wellness - all to enhance the daily lives of our much-loved residents.

**We thought it would be helpful to tell you a little about our plans - whilst also putting it all in context with our last two CQC reports - which highlighted both positive aspects and areas requiring improvement. This is our response to that.**

## A Well Led Home

In the first half of 2017, the Shrubbery was without strong leadership for a short time.

This was due to the position of home manager being in flux - the established manager moved on, and finding the right candidate to replace her took some time. This obviously impacted on continuity of management and staff, and CQC asked us to address this. We have. Helen Ayres joined The Shrubbery as Home Manager in November 2017 and her warm and dynamic approach is creating many positive developments. And this has been officially recognised: **The Quality Assurance Officer from NHS Redditch & Bromsgrove CCG (Clinical Commissioning Group) visited February 20th and stated in their report: " It is evident that there is strong leadership within the home which has driven forward positive changes."**

Helen then recruited Joy Whatley as Deputy Manager - a warm and very experienced nurse with years of management level roles. This was followed by Cheryl Tiller as Clinical Lead Nurse in March 2018. Cheryl worked with manager Helen Ayres previously, so the team-dynamic already existed between them. All this contributes to the making of a strong management team, providing clear leadership in the home.

The team is a mixture of old and new staff, combining experience and new vitality.

All staff wear badges with their name and job role on, so that residents and relatives can easily identify who is responsible for what.

The team is:

Home Manager - Helen Ayers

Deputy Manager - Joy Whatley

Clinical Nurse Lead - Cheryl Tiller

Activities & Wellness Manager - Mel Spence

Head of Care - Virgilio 'H' Isip

Senior Carer - Jody Oliver

Chef & Kitchen Manager - Richard Elzner

Housekeeping Manager - Hazel Harrington

The entire home team comprises of registered nurses, senior carers, care assistants, kitchen support, domestic and laundry staff, maintenance and administration. Every person, in every role is vital to the smooth running and happy, safe feeling in the home.

### **Training Staff To The Highest Standards**

Manager Helen Ayres has brought training in-house, with a portacabin as a dedicated training room for this. Very experienced trainers come the home to deliver training, and all staff are placed on a training matrix that ensures continuous professional development and understanding of the latest best practice. The list is long, but training includes safeguarding vulnerable adults, fluids & nutrition, moving & handling, infection control, dignity in care, dementia, infection control, fire training, first aid, NVQ levels 3-5 and much more.

This training takes place on a continuous basis as part of everyone's continuing professional development.

This also ensures staff are fully trained to deliver safe care and meet the standards of CQC.

### **A Caring Home**

We take great pride in creating a homely and happy place for our residents to live and socialise in. After all, this home is their 'everything'. Our 'care' involves clinical practice (nursing and personal care) and activity that enhances the whole well-being of the individual.

In 2018 we moved away from keeping clinical notes in paper form and moved over to an electronic system that ensures everything is in one place, and is compliant and secure. This innovative computer-based care planning and

home management system was designed by care home owners especially for residential and nursing care homes.

In November 2017 Mel Spence joined The Shrubbery as Activities & Well Being Manager to devise and deliver a varied programme of activity that provides for social, creative, physical and spiritual needs of individuals. Engagement in activities beyond routine primary clinical care is a vital element in quality of life. Mel Spence has an arts degree, is a trained counsellor and has a special interest in art and music therapy. Residents are provided with 1-2-1 activity choices, small group and large group activities - all of which they can choose to participate in or not. As well as providing cognitive stimulation and raising mood, these activities support residents in maintaining a level of independence and positive self-image.

### **Safeguarding Our Home**

Home manager Helen Ayres promotes an open culture of communication in the home, with a person-centered focus and a zero-tolerance policy towards issues. Spotting the potential for neglect or abuse quickly can only happen in a culture of openness. Developing visible and accountable work practices are the key to preventing safeguarding issues. Under Helen's leadership this culture is in place, and both residents and staff thrive in this way.

What does safeguarding mean? It centers on protecting a residents right to live safely, free from abuse and neglect. Safeguarding balances the right to be safe whilst respecting the right to self-governance and the right to make informed choices.

In 2017, when the home was without the necessary leadership from a permanent home manager, a safeguarding issue arose that was not handled correctly. A fellow resident was behaving inappropriately, and the situation was not remedied quickly enough, and was under-reported to third-party agencies who need to be notified. CQC visited and reassessed the home, and sadly our overall rating fell. But this was correct in the circumstances. Since then we have restructured the management team - as described at the beginning of this document. Should such rare circumstances ever arise again, under the open and transparent culture created by home manager Helen Ayres, staff would confidentially take fast and appropriate action.

In summary, two inspection reports took place in 2017 - one in January and one in August. The reports read very differently for the reasons explained. We are awaiting another inspection very soon that will validate the positive changes we've made where they were needed. Meanwhile, we hope you will

recognise the combination of unfortunate factors that came together in 2017, and equally recognise that prior to that the home had never experienced anything like it, and the home is unlikely to again.

### **A Home Loved by Residents & Relatives**

Our report from January 2017 found that all areas of inspection 'remain good' and that the home is safe, effective, caring, responsive and well led.

The report featured comments from residents and relatives, with a theme coming through of a happy, caring home where people felt the staff were unhurried, kind and considerate in their care and attention to residents. In the report CQC inspectors wrote: "...The staff were unhurried in their approach with people and where people were quieter and not always able to engage in conversation, care staff would sit so they were able to make eye contact and look for visual or physical responses...We saw that staff had developed friendly relationships with people living at the home and we saw staff sharing jokes and laughing with people".

Within the report residents were quoted:

"The thing I like about here is the way they give your choice"

"The girls here are spot on at providing your everyday needs"

"I am warm, comfortable and looked after"

This report is available in full for anyone who would like to read it, please just ask and we will supply you with one.

### **In Summary**

The Shrubbery is such a happy and caring home, and as CQC noted, staff and residents form friendships and chat, laugh, sing and dance together with great affection, and the clinical and social care that we provide is very good.

**We invite you to see for yourself. Come and spend half a day with us. You or your loved one can enjoy a meal and some relaxation or activities at The Shrubbery, and in that way you can establish if the home is a good fit for you.**

With very best regards

**The Shrubbery Nursing Home Team**