

Enter and View Report

Ealing Manor Nursing Home July 2023



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Visit Details	
Service Visited	Ealing Manor Nursing Home

Manager	Lydia Kur
Date & Time of Visit	11:00 AM July 25 th 2023
Status of Visit	Announced
Authorised Representatives	David Crawley, Angel Huang
Lead Representative	David Crawley

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake ‘Enter & View’ (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services - such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced, at the point of service delivery.

Following the visits, our official ‘Enter & View Report’, shared with the service provider, local commissioners and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an authorised representative (AR) observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.2 Disclaimer

Please note that this report relates to findings observed on this specific visit. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on this date.

1.3 Acknowledgements

Healthwatch Ealing would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our ARs, who assisted us in conducting the visit and putting together this report.

2. About the Visit

2.1 Ealing Manor Nursing Home

On July 17th 2023 we visited Ealing Manor Nursing Home which is located in Ealing.

The service is privately owned by the Mittal family. This is the only care home they operate.

The home may accommodate up to 33 residents and 33 were in residence at the time of the visit.

The home has a staffing complement of 29.

2.2 CQC Rating

The CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Ealing Manor Nursing Home was last inspected by the CQC in October of 2021. The inspection [report](#) gave a rating of 'Good' overall, with individual ratings of 'Good' for being Safe, Effective, Caring, Responsive and Well-led.

2.3 Online Feedback

On Carehome.co.uk, Ealing Manor Nursing Home has a total of 3 reviews with an average score of 5.0 out of 5.0.

2.4 Purpose of the Visit

Enter and View visits enable Healthwatch Ealing to form an impartial view of how the home is operated and how it is experienced by residents, and to produce a report.

3. Executive Summary

This section of the report details the key findings from our observations and the resident and staff feedback collected during our visit.

Observations

What has worked well?

- The care home has the feeling of a *home*. There is nothing clinical about the place. Residents are free to decorate their rooms to their heart's content. This was observed by ARs on the visit.
- Dementia friendly signage was on display all throughout the building.
- Most of the residents have limited mobility. Even those who can walk by themselves are always accompanied by a member of staff.
- A resident was observed enjoying the garden during our visit. A foot specialist was attending the home at the time, and they were taking care of the resident out in the sunshine.
- The home has a calm atmosphere, even when it was busier at lunchtime.
- Residents had a say over what was on the TV in the common room. Music was playing until they decided that they would rather watch BBC News.
- It was clear that staff had been trained in moving and handling as this was observed by an AR during the visit.
- A family member said to us that they were initially apprehensive about putting their resident into the care home. However, since being admitted into Ealing Manor Nursing Home, the resident has been more at peace, and the family member has reported great peace of mind.
- Staff hold big parties and events for special occasions. There is a big BBQ scheduled for August to celebrate a resident's birthday.
- The kitchen is clean and organised. Recently it was awarded a 5-star rating by local regulators.
- There is clearly a very good relationship between staff and residents. They have good banter, and they all know each other's names.

What could be improved?

- No areas of improvement could be found.

Resident Feedback

What has worked well?

- The majority of residents were satisfied with the cleanliness, helpfulness of staff, visiting arrangements, support from care staff, and the garden/outdoor space.
- The responses show a positive sentiment towards the staff. Overall, it seems that the residents have a high opinion of the care home staff, highlighting qualities such as being helpful, kind, friendly, attentive, and caring.
- All residents we spoke with felt safe and taken care of, and they told us they felt happy in the care home.
- Most residents commented positively on the environment at the home saying it was very calm.
- Overall residents told us that they think the food provided is good and there is variety.
- The majority of residents told us that they feel the staff listen to their feedback and complaints.

What could be improved?

- Residents have expressed a desire for a greater variety of activities.
- There have been suggestions from both residents and staff that more physiotherapy would be appreciated.
- Some residents mentioned the desire for a fresher environment, including deep cleaning, painting, and better ventilation.
- Some residents have expressed a desire for better lighting in the home, in particular reading lights.

- There were a few responses that mentioned a desire for more variety in food including some ethnic dishes.

Staff Feedback

What has worked well?

- The majority of staff members were satisfied with the cleanliness, helpfulness of management, pay, support from direct supervisor, and leave/sick time.
- The majority mentioned caring for the residents as the most enjoyable part of their job.
- Training is provided, with courses mentioned including, but not limited to; safeguarding, fire drills, dementia training, first aid, and manual handling.
- They also felt that they have found the training helpful when carrying out their roles.
- All staff members mentioned having adequate break and handover time.
- Staff members reported no difficulties accessing health and social care services for residents.
- Staff members told us that patience and listening to residents carefully helps with communication.
- Most members of staff do not report any issues when it comes to communicating with family members.
- Several staff members mentioned that at the end of their shift, they feel tired but satisfied.
- When asked if staff members know how to raise a safeguarding alert, all answered 'yes'.

What could be improved?

- The area that received the most neutral responses was around pay satisfaction, indicating that there is not unanimous satisfaction with the current pay.
- When asked what they find difficult, a few staff members mentioned workload and some mentioned communicating with residents.
- Some find it occasionally difficult to communicate with families due to language barriers or difficult behaviour.
- When asked about areas for improvement, staff members mentioned the following: taking care of wellbeing, being kind and courteous, and cooperation from residents

4. Full Findings

During the visit we collected responses from 10 residents, 9 members of staff, 2 family members, and the head manager (23 people in total).

This report is based on their collective feedback, plus notes and observations made at the visit.

We would like to thank the staff and management for their time, and for their warm welcome and cooperation.

4.1 Observations

During our visit, our team of Authorised Representatives made observations on Entry and General Accessibility, General Environment, Safety and Visiting, Personal Care and Activities, and Staffing and Management. We have highlighted both good practice and areas for improvement.

Entry and General Accessibility

Notes

- The home is a short distance from South Ealing Station, Ealing Broadway Station, and several bus stops.
- There is parking available and cars must be registered when signing into the care home.
- Visitors must sign in at reception to be let into the building.
- The front door uses a doorbell as its entry system.

What has worked well?

- The entrance is well signposted with step-free entry.
- Dementia-friendly signage was on display all throughout the building.
- Noticeboards on all floors are nicely organised and laid out.
- Information on safeguarding is available.



- *An example of dementia friendly signage.*

What could be improved?

- Although Dementia friendly signs are present, their visibility might be reduced by other posters and this should be considered when incorporating temporary decorations.

General Environment

Notes

- The care home is a converted home with 3 floors, residents living on each floor. There are no gender dedicated wards, it is mixed housing.
- Rooms for residents are spacious, and there are sinks in each room as well as commodes.
- There are several communal showers and bathrooms, all equipped with the necessary safety equipment for those who are of limited mobility.
- Each room has a TV for residents to enjoy.
- The building has a large garden area that is easily accessible to residents.
- There is a large common room area, with a dining room off to the side.
- The care home has two pet budgies, named George and Mildred.
- There are two lifts, each of which can fit at least 3 people in them at a time.
- Some hallways are narrower than others, but we acknowledge that this is simply a fact of care homes that are converted from general homes. We did not observe this being a hindrance for any of the residents or staff during our visit.
- There is a side room connected to the main common room. It is used for family members' visitation and computer-based training for staff.



- *A typical room for Ealing Manor Nursing Home*



- *The Side room used for family visits/virtual training.*

What has worked well?

- The residents prefer to eat in their chairs in the common room, over the dining area, where they are very comfortable in their large recliners.
- The care home has the feeling of a *home*. There is nothing clinical about the place. Residents are free to decorate their rooms to their heart's content. This was observed by ARs on the visit.
- A resident was observed enjoying the garden during our visit. A foot specialist was attending the home at the time, and they were taking care of the resident out in the sunshine.
- The home has a calm atmosphere, even when it was busier at lunchtime.
- Residents had a say over what was on the TV in the common room. Music was playing until they decided that they would rather watch BBC News.



- *The gazebo in the garden space.*

What could be improved?

- We found no potential areas for improvement.

Safety and Visiting

Notes

- Visiting hours are from 2pm-6pm. However, there is flexibility for families who cannot fit into that time frame.
- An alarm system is in place for each room. A bell goes off whenever a resident leaves their room. A member of staff has to go to a keypad system to acknowledge this to make the sound stop.
- One must be let into the home – visitors meet with a staff member and must sign in before going into the building.
- The most recent fire drill was last week, and there is an upcoming visit from the fire brigade scheduled to go over procedures.
- Each member of staff is trained in handling and moving and safeguarding.

What has worked well?

- There were two family members in the care home during our visit. They visit frequently and had nothing but good things to say about the staff. They report that their relatives are well taken care of.
- It is clear that staff had been trained in moving and handling as this was observed by an AR during the visit.

- Specialised equipment for moving residents is available and in use at the care home.
- Most of the residents have limited mobility. Even those who can walk by themselves are always accompanied by a member of staff.
- A family member said to us that they were initially apprehensive about putting their resident into the care home. However, since being admitted into Ealing Manor Nursing Home, the resident has been more at peace, and the family member has reported great peace of mind.

What could be improved?

- We found no potential areas for improvement.

Personal Care, Diet, and Activities

Notes

- Activities are posted weekly.
- Activities include but are not limited to Bingo, Cards, Dancing, Exercising, and Sing-A-Longs.
- The care home is working towards having more outings with the residents.
- Diet and Religious needs are determined through a very intensive pre-assessment. We were told that residents' families and their GPs help form the menu for residents.
- Tea is available on demand.
- Residents are given a choice of meals: two meat options and a vegetarian option.
- Prior to Covid, a Christian priest would visit. That has not reoccurred since the pandemic ended. However, residents' families can and do arrange for religious visits. Recently a Muslim resident entered the home, and the family has been sending an Imam.
- A foot specialist and hairdresser make visits to the care home regularly and by request.

What has worked well?

- Residents who do not want to, or are unable to, attend activities are seen on a one-to-one basis in their rooms.
- Staff hold big parties and events for special occasions. There is a big BBQ scheduled for August to celebrate a resident's birthday.
- The care home uses a pre-assessment from the hospital, and the family's input, when designing a menu for a resident. One resident who is on a soft diet reported that they enjoyed the food.
- There have been no issues for residents when it comes to seeing a GP. There are weekly rounds, and if anything comes up outside of that time, they can arrange for something more immediate.
- The kitchen is clean and organised. Recently it was awarded a 5-star rating by local regulators.

What could be improved?

- Overall, there seems to be an attitude of indifference to what activities are currently on offer.

Staffing and Management

Notes

- There are 29 members of staff. This staffing complement includes 21 carers, 18 of whom are full-time, 3 who are part-time, the matron of the home, a chef and assistant chef, an activity director, and cleaners.
- Languages spoken by staff include English, Hindi, Nepalese, Swahili, and more.
- Staff all wear colour-coded uniforms that depict their role.

What has worked well?

- There is clearly a very good relationship between staff and residents. They have good banter, and they all know each other's names.

What could be improved?

- We found no potential areas for improvement.

4.2. Resident Feedback

At the visit we collected feedback from 10 residents and 2 family members.

General Feelings

- The majority of residents were satisfied with the cleanliness, helpfulness of staff, visiting arrangements, support from care staff, and the garden/outdoor space.
- All residents we spoke with felt safe and taken care of, and they told us they felt happy in the care home.

Staff

- The responses show a positive sentiment towards the staff. Overall, it seems that the residents have a high opinion of the care home staff, highlighting qualities such as being helpful, kind, friendly, attentive, and caring.

Environment

- The residents' and family members' opinions about the environment are generally positive. Words like calming, great, nice, and homely indicate that they find the environment to be comfortable and pleasant. Some also mention specific aspects they enjoy like the garden. However, there are a couple of responses that suggest a desire for a cleaner environment or mention not being aware of the environment because they do not leave their room.

Food

- Food is regarded as very good, with options available and choice respected.
- There were a few responses that mentioned a desire for more variety in food including some ethnic dishes.

Improvements

Residents made the following suggestions for improvements:

- Having more ethnic dishes
- More physiotherapy for bed-bound residents
- More reading lights
- More activities
- A fresher environment, including deep cleaning, painting, and better ventilation.

Feedback and Complaints

- Every resident surveyed reported that they feel that are listened to, and that their feedback and complaints are taken seriously.
- One resident does express a specific concern about a much missed weekly show.
- However, it should be noted that some said there is nothing to complain about at all.

Selected Comments

General Care

"[The home is] good. Very lovely garden"

"When reading would like more lights on so can see better and not strain my eyes"

Thoughts on Staff

"[The staff are] Caring, attentive, always have time for me, and polite".

"Yes of course [the staff listen to my feedback and concerns]. But there is nothing to complain about.

Diet and Nutrition

"[Family Member] loves the food. It is fantastic. They are on a soft diet and the staff take care of their dietary needs."

"Food is fantastic! Good cooked!"

4.3. Staff Interviews

During the visit we received feedback from 9 staff members, from varied roles. Length of service ranges from 5 months to 23 years, with most staff serving over 1 year.

General Feelings

- The majority of staff members were satisfied with the cleanliness, helpfulness of management, pay, support from direct supervisor, and leave/sick time.
- The area that received the most neutral responses was around pay satisfaction, indicating that there is not unanimous satisfaction with the current pay.
- The majority mentioned caring for the residents as the most enjoyable part of their job.
- When asked what they find difficult, a few staff members mentioned workload and some mentioned communicating with residents.

Selected Comments

"I enjoy talking with our residents during work".

"I feel like a part of a family here".

"I am always happy at the end of a shift. I feel satisfied with my work, and the management give me a lot of support".

Training

- Training is provided, with courses mentioned including but not limited to; safeguarding, fire drills, dementia training, first aid, and manual handling.

- They also felt that they have found the training helpful when carrying out their roles.
- Training is done in person, and there is a dedicated room for any virtual learning.
- One staff member mentioned it would be beneficial to have intermittent training.

Break and Handover Time

- All staff members mentioned having adequate break and handover time.

Accessing community health and social care services

- Staff members reported no difficulties accessing health and social care services for residents.

Communicating with patients and their family

- Staff members told us that patience and listening to residents carefully helps with communication.
- Most members of staff do not report any issues when it comes to communicating with family members. However, some find it occasionally difficult to communicate with families due to language barriers or difficult behaviour.

Selected Comments

“Always strive for more comfort [for residents]”

“Patience and understanding works well with communications with residents and their family, undue agitation and nervousness are obstacles.”

“I think listening to their point of view carefully and trying to solve the works well and some of the obstacles to communicating with patients their family could be sometime because of language and sometime due to the personality and behaviour.”

Feelings at the end of a shift

- Several staff members mentioned that at the end of their shift, they feel tired but satisfied.

Improvements

Suggestions for improvements include:

- Taking care of wellbeing
- Being kind and courteous
- Cooperation from residents

Safeguarding

- When asked if staff members know how to raise a safeguarding alert, all answered ‘yes’.

4.4 Management Feedback

We also spoke with the matron of Ealing Manor Nursing Home, Lydia Kur, about a variety of topics.

In Summary

Identifying Healthcare Needs

- We work closely with the GP regarding residents’ health.
- We use a pre-assessment to determine a care plan.
- As with all things we do, input from the family is essential to forming a care plan.

Supporting Cultural and Religious Needs

- Families have a lot of input when it comes to how we can support their family's needs. This includes the diet of the resident.
- Religious arrangements are taken care of by the family.

Raising Safety Concerns

- Every member of staff is trained in how to raise a safeguarding alert.
- We have not had an alert in some time.
- Our last fire drill was this past week, and we have an upcoming visit from the fire brigade to ensure that we are following the proper procedures.

Challenging Aspects?

- We are still recovering from the pandemic in some ways. Things that we were doing regularly prior to covid, we have not restarted because the resources for them simply do not exist anymore. We are working hard to get these things going, like taking residents on outings, but it is slow-going at the moment.

Improvements

- We are working towards refurbishing the home. The outside windows will be worked on shortly. If/When rooms become vacant, we will dedicate time to overhauling them.
- We acknowledge that our activities are in need of improvement, and we are working alongside the activity coordinator to do so. It is our hope that in the near future we are able to take residents on outings.
- We always want to ensure that our staff is up to date on the latest training, either online or in person.
- Once a year we send a survey to the families of residents. We collect their opinions on the care home and use their feedback when deciding what needs to be improved.

5. Recommendations

Healthwatch Ealing would like to thank the service for the support in arranging our E&V visit.

Based on the analysis of all feedback obtained, we would like to make the following recommendations.

Recommendations

Environment

- Some residents mentioned the desire for a fresher environment, including deep cleaning, painting, and better ventilation.

5.1: “Consider regular updates to the decor and facilities to maintain a pleasant and comfortable atmosphere and ensure regular cleaning schedule is followed.”

Response: “We follow a regular schedule of refurbishing the home as and when sufficient funds are raised for the capital expenditure.” “We are currently refurbishing and painting external windows and making improvements to the garden.”

- Some residents have expressed a desire for better lighting in the home, in particular reading lights.

5.2: “Consider the suggestion for better lighting for reading. Adequate lighting throughout the care home can contribute to residents' comfort and well-being.

Response: “We note the comment on reading lights and will endeavour to replace the reading lights for those residents that requested a change.”

- Although Dementia friendly signs are present, their visibility might be reduced by other posters and this should be considered when incorporating temporary decorations.

5.3: “When decorating, consider whether or not the dementia friendly signage might be effected.”

Response: “We are currently removing other posters that might affect the visibility of the Dementia friendly signs.”

Activities

- Residents have expressed a desire for a greater variety of activities. Overall, there does seem to be an attitude of indifference to what is currently offered.

5.4: “Continue working with the activity coordinator, families, and residents to form a more robust activity schedule

Response: “We are gradually reintroducing more activities that were suspended during Covid such as outings and indoors activities. We will update the activity schedule with the activity coordinator, families and residents.” “We have discussed the point with the activity coordinator who is in the process of revising her activities schedule.”

- There have been suggestions from both residents and staff that more physiotherapy would be appreciated.

5.5: “Working with the Activity Coordinator, and other appropriate parties, schedule more physiotherapy where time will allow.

Response: “The Registered Manager is aware of this and will coordinate with the physiotherapists to increase availability and visits should residents request visits.”

Staffing and Management

- It should be noted that when surveyed, the area that received the most neutral responses was pay satisfaction. Showing that there is not unanimous satisfaction with the current pay.

5.6: *“We suggest reviewing the pay scale, and perhaps implementing a bonus structure where applicable.”*

Response: “We increase staff pay with above inflation rises in the last review. Staff are able to raise concerns either privately to the Registered Manager or Registered Owner, in staff meetings or during their regular reviews. We monitor our pay relative to market data and trends to ensure our staff are paid above market average. Our staff attrition rate remains very low. Christmas bonuses are paid based on performance and we do not make deductions for breaks. We also pay staff for their lunch break.” “We will discuss this point further in our next scheduled staff meeting and reiterate that private discussions can also be held with the Registered Manager and Registered Owner.”

- Some staff members find it occasionally difficult to communicate with families due to language barriers or difficult behaviour.

5.7: *“Explore ways to support staff with communicating with family members with challenging behaviour by, for example, providing additional training for staff, or having management support staff with the communication.”*

Response: “We have updated our policy on dealing with challenging behaviour and will seek additional training courses where available.”

- When asked what they find difficult, a few staff members mentioned workload and some mentioned communicating with residents.
- One staff member expressed a desire for intermittent training to enhance their skills as they continue to work in the role.

5.8: *“Ensure all staff members are aware of any training programmes taking place virtually or in person and that sufficient training, including communicating with residents with different levels of capabilities, is provided for all staff members to enable them to carry out their roles.”*

Response: “Our staff follow a detailed training schedule which is monitored by the Registered Manager and form part of the staff supervision and appraisal. We will review our training programme further in light of the feedback received.” “We are currently exploring whether there are additional training available that will be beneficial to our staff and will introduce them as appropriate.”

- Several staff members mentioned that at the end of their shift, they feel tired but satisfied.

5.9: *“Ensure staff are aware of any employment support services and remind them of these at staff meetings so staff are able to take care of and prioritise their own health and wellbeing.”*

Response: “We take the mental and physical wellbeing of our staff very seriously and will continue to actively monitor these matters. They will also be explicitly discussed in their next regular meeting or supervision with the Registered Manager.” “We will discuss health and wellbeing in detail in our next staff meeting including the help and options available to staff.”

6. Glossary of Terms

AR Authorised Representative
CQC Care Quality Commission
Enter & View E&V

7. Distribution and Comment

This report is available to the general public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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