

## Prince of Wales Nursing Home - Engagement Activity Feb/March 2021

### Objective

The main aim of this project was to increase community outreach with local care providers by speaking with residents, family members and staff from residential and nursing homes. As the Covid-19 pandemic has made it difficult to engage with such communities, we felt it was important to ensure the voices of service users were captured during this time.

### Outcomes to be achieved

We worked closely with management staff at The Prince of Wales Nursing Home to design safe ways of collecting feedback from residents, staff and resident family members with the aim of gaining insight into how the home was managed and the care received by residents.

### Evaluation

The engagement activity with The Prince of Wales Nursing Home provided an opportunity to understand how residential and nursing homes have adapted during the pandemic and to also explore ideas for possible joint project working in the future.

### Looking Forward

We aim to continue to work alongside care providers and facilitate suitable ways of working to ensure that service users can share their feedback with us whilst lockdown restrictions are in place. When lockdown restrictions ease we hope to follow up with care sites via site visits and possibly host further engagement activity such as coffee mornings.



## Feedback

We have collated the key points from feedback we received from residents, resident family members and staff working at The Prince of Wales Nursing Home.

### Resident feedback

#### Resident feedback

*"I'm very happy here and wouldn't want to be anywhere else."*

*"All the staff are very helpful."*

*"I feel safe here."*

*"They get me a newspaper every day."*



#### Resident feedback

*"I came here last year before Christmas and it's very pleasant here."*

*"I'm here with my wife and I'm very happy to be here, the staff are very good here."*

#### Resident feedback

*"There's nothing the staff won't do to help. All the staff are nice, I have a buzzer to use to call them."*

*"I can't walk at all, so staff are very helpful and friendly. Staff help me apply emollient on my cracked skin."*

*"The manager is involved in all of the activities in the home."*

*"I can watch TV and listen to different programs and have a sing along."*

**Resident family member feedback**

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***“Overall we have been very pleased with the care at the home.”***

***“When my husband’s aunts were initially admitted, The Prince of Wales helped with this process and both sisters received Covid tests before entering the home.”***

***“What initially attracted us to the home was the fact that there had been no Covid-19 outbreaks since the beginning of lockdown.”***

***“We receive Whatsapp calls 2-3 times a week and also receive personalised videos from our relatives.”***

***“Activities are held for an hour a day and the staff are very caring.”***

***“There were a few falls that occurred when the sisters were initially admitted however this was rectified by the staff and there have been no issues since.”***

**Resident family member feedback**

***“We found The Prince of Wales after my mother-in-law was at a different home and we loved everything about it when we visited.”***

***“It’s a small home and has a home away from home feel.”***

***“The staff keep us up to date with everything, such as information from doctors.”***

***“I feel my mother-in-law is in good hands and that she is safe. I feel she has been well looked after during lockdown.”***

***“The manager phones to give updates, we have regular calls and Facetime sessions with her.”***

**Resident friend feedback**

***“The home was recommended by social services and I liked it as it was small and run more as a personal home.”***

***“The manager and her staff have been very good in terms of care and my friend is very happy staying there.”***

***“Throughout the pandemic there has been regular telephone contact, the staff have been excellent also.”***

**Resident family member feedback**

***“When my mother was initially referred to the nursing home, the manager was helpful with assessing my mother’s care needs and settling her in.”***

***“The home is nice and bright and also very clean. The staff are cheerful and accommodating to my mother’s condition.”***

***“The manager emails every week to keep us updated and sends regular videos of activities.”***

***“I’ve had good communication with the home during the pandemic.”***



**Resident family member feedback**

***“The nursing home manager was very helpful and I had good communication with her whilst my mother and father-in-law settled into the home.”***

***“The manager helped arrange the move from the residential home my in-laws were staying at previously.”***

***“Due to the Covid-19 pandemic, visits to the home have not been possible however regular calls have been scheduled for us so that we’re able to speak with our family members.”***

***“Medical care is well organised and nurses call us regularly once GPs have had virtual check-ups with the residents.”***

***“Dental treatment has also been arranged for residents to receive treatment in-house.”***

***“My mother and father-in-law have been able to form close relationships with a few of the carers at the home who do things for them such as collecting newspapers, which they really appreciate.”***

**Resident family member feedback**

***“I noticed an improvement in my mother’s physical health when she entered the home.”***

***“My mother was well assessed when initially admitted and she has not had any falls during her time staying at The Prince of Wales. She also settled into the home very quickly.”***

***“She enjoys the facilities at the home and I am very pleased with her care.”***

***“I feel the home has been very sensible with lockdown arrangements and I’ve been able to talk with my mother regularly via phone/Whatsapp.”***

***“When lockdown restrictions were eased, I was able to meet my mother in a ‘pod’ which involved a plastic partition separating the two of us and PPE equipment was provided in order to keep us safe.”***

***“I am able to watch videos posted to Facebook to see how my mother is doing whilst not being able to meet face to face.”***

***“One of the carers in particular has been very helpful and he is ‘first class’ in terms of care.”***

***“Having an onsite nurse has been beneficial. When my mother had an infected toe and needed a toenail removed, the nurses were able to provide dressing changes without the need for outside treatment.”***

***“The manager is strong and positive and is great with communication. She is very well organised and goes the extra mile for staff and residents. She personally gets involved with fun activities in the home at the same time as managing the home.”***

***“It was very comforting to know that there are many long term staff working at the home.”***

**Nursing home staff feedback**

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***“The atmosphere at work is welcoming which has been very different compared to other nursing homes I have worked at.”***

***“I feel safe at work and reassured by management, even during the pandemic.”***

***“I look forward to work and feel as though I’m part of a family working at the Prince of Wales Nursing Home.”***

***“The manager contributes to the team and connects with the residents, she takes time out to talk to them.”***

***“We have time to sit and talk to residents.”***

***“In terms of medication and care plans, the manager and nurses all help which reduces the burden on one person having to manage everything.”***

***“Families call every other day and the home has ensured regular contact with families throughout the pandemic.”***

**Nursing home staff feedback**

***“I’ve been here almost a year now and I’ve enjoyed working here so far. It’s a nice place to work and it has a family atmosphere.”***

***“Since the Covid-19 pandemic the home has been managed well with tests and PPE equipment available for staff.”***

***“All of the staff have received both of their vaccines and residents have also received their first.”***

***“All of the residents and staff are lovely and there’s lots of activities going on in the home such as singing and dancing.”***

**Nursing home staff feedback**

***“The home has been managed well during the pandemic and there hasn’t really been any disruption.”***

***“Families have been able to call residents every day during the pandemic.”***

***“Staff have ensured that resident activities have still continued whilst lockdown restrictions have been in place.”***

***“Working at the home has a friendly and jolly feel and is a nice place to work.”***

**Nursing home staff feedback**

***“The manager always works with the team.”***

***“During the Covid-19 pandemic we’ve had to wear masks which residents were a bit confused about. We discussed with them the reasons for PPE and reassured them.”***

***“With current lockdown restriction in place, resident family members are able to Facetime and have daily phone calls with residents.”***

***“All staff constantly sanitise hands and surfaces.”***

***“Activities for residents have continued during the Covid-19 pandemic and include things like going outside for an hour and having a chat with staff and other residents.”***

***“Families still have good communication with residents even during lockdown.”***

***“Staff are cared for and our safety is well considered. During the initial lockdown some staff were offered the opportunity to stay at the home to help reduce the spread of infection.”***

***“The home have tried to keep things as normal as possible during the pandemic, to keep disruption to a minimal for residents.”***

***“Vaccines have been done for staff and residents.”***

**Nursing home staff feedback**

***“Feels as though it is a positive working environment and Covid-19 cases have been kept to a minimal during the pandemic.”***

***“Staff adhere to Covid-19 safety rules and work well together. PPE is well stocked and is available for resident family members also.”***

***“Residents are well informed about Covid-19 safety rules and team members have good communication with residents.”***

***“All staff have been offered the Covid-19 vaccine or have received it and all residents have been vaccinated.”***

**Nursing home staff feedback**

***“The management and staff work well together and I feel as though I’m an equal member of the team.”***

***“During the Covid-19 pandemic safety measures were followed rigorously by all staff members and PPE was available for staff.”***

***“Whilst lockdown measures were in place staff members who had to use public transport were offered the opportunity to stay on site, to reduce the risk of exposure to the virus.”***

***“I love all of the residents and no day is the same.”***

**Feedback from care home manager**

**“Thank you for being patient in gathering experiences from our team members, residents and families on how our home have managed throughout the pandemic. We have worked to keep our team members and residents safe and continue to maintain contact with families to provide reassurance during these challenging times.”**

**“It was overwhelming to read the comments made by everyone. It is great that Healthwatch Solihull has done an independent review of our home.”**



**Healthwatch Solihull**

**We hope to continue to work collaboratively with The Prince of Wales Nursing Home on future engagement projects and would like to thank the care home manager for her support and assistance throughout the duration of the project. We are also grateful to all of those who participated in providing their feedback and appreciate the time taken to speak with us.**