

# Gogledd Gwynedd Community Health Council

Visit to Madog Nursing Home, Porthmadog  
Tuesday March 6, 2007

**Present:** Mr Selwyn Griffiths (leader)  
Miss Margaret Griffith

**Owners:** Mr S Mckinley

**Welcomed by:** Mrs Jill Jones, Manager

## Position

The home is situated on the site of the old Madog Hospital on Ffordd y Garth. A particularly pleasant position with wonderful views of the mouth of the Glaslyn river, the Cob and Cnicht. The home was opened in 2001 and is purpose built for the work of caring for older people.

## Manager

Mrs Jill Jones. She has 23 years of nursing experience within the Health Service and the Private Sector. She was appointed Manager of the home in 2001.

## Residents

43 when full, 36 at present.

## Staff

A total of 44 individuals work on the site and this includes 11 RGN nurses and 21 care assistants.

### *Work Rota:*

6a.m – 2p.m.

7 Care Assistants and 2 RGN and Manager (who is also RGN)

2p.m – 7.30p.m

8 Care Assistants and 2 RGN and Manager (who is also RGN)

7.30p.m onwards

4 Care Assistants and 1 RGN

### *Language:*

23 of the nurses / care assistants can speak Welsh – priority was given to this because the majority of residents have Welsh as their first language.

1 RGN and 2 of the Care Assistants come from Poland.

## Meddygon

The residents are under the care of doctors from Penrhyndeudraeth, Criccieth and the two surgeries in Porthmadog.

When a new resident is received into the home, it is recommended that they stay with their present doctor if they are under the care of one of the above surgeries. If they are not under the care of the above, then they will be allocated between the doctors at Porthmadog and Penrhyndeudraeth.

## Out of Hours

The home had a dedicated number to contact the duty doctor.

## Rooms

### *Ground floor:*

Three lounges – one designated as a quiet room with no radio or television

Two bedrooms – used if possible for people with wheelchairs or people unable to use the lift.

Modern Kitchen

Dining room – one section used for those who require assistance with feeding.

Laundry room

General office and the Manager's office

Drugs room etc – kept locked.

### *First floor:*

19 en-suite bedrooms

2 bathrooms with baths

Hairdressing room – kept locked

### *Second floor:*

19 bedrooms – 17 single and 2 double bedrooms

All bedrooms en-suite.

3 bathrooms with a bath in each and a shower in one.

In every bedroom there is:

- a television point with a television available to every resident who wants one
- a phone connection at a cost of £10 per quarter
- a help cord

Residents are free to bring personal possessions to their rooms including furniture if appropriate.

Each resident had a key to their bedroom with a right to lock it if they wished when they are downstairs so that they can protect their personal possessions.

On each floor there were appropriate cupboards for cleaning equipment. For staff safety they are kept locked.

## **Rooms**

All clean and in a very good condition.

As it is a new purpose built home, it was good that residents can see clearly through the windows. This is ideal for those who require peace on occasions and who go to their bedrooms to sit.

It was noted during the visit to the lounge that one lady had difficulty hearing and had to sit very close to the television. Margaret agreed that she would get back in touch with the Manager with the address of the Deaf and Hard of Hearing Society so that the Manager could make contact.

## **Residents personal monies**

Despite the fact that each resident has a lock on their bedroom cabinet, it is recommended that money is kept in the office and available on request. A written note is kept by staff of all expenditure made on behalf of residents.

## **Activities**

The minister visits regularly to hold services. Joint activities are held with residents twice a week but there isn't much response to them. Entertainment is arranged from time to time with the home paying – Margaret said that she would make enquiries as to the possibility of grants from the Arts Council for activities such as these.

Hair Studio 72 visits every fortnight but is also available for anyone wanting styling for a special occasion.

## **Laundry**

Clothes are washed in the purpose built laundry on the ground floor. Families are asked to mark the residents clothes to ensure they are correctly returned.

## **Outside seating**

There are two safe and private locations outside for residents to sit. There is a small balcony on the first floor and at the back a substantial hard covered garden. Both gardens are suitable for wheelchairs.

## **Meal Times**

Everybody is encouraged to come down to the dining room to eat as these periods are seen as opportunities to socialise as well as eating. If a person cannot come down because of illness then the food will be taken to their room. The home has a menu for every three weeks that is changed every three months. A special menu is provided for those who need it. If a meal is not to a person's liking, a different one would be prepared.

## **Mini Bus**

### **Lift**

One lift holding 4 – 6 people.

### **Visits**

'Open Door' policy. A visitors book is placed by the entrance.

### **Phone**

Available inside by reception

### **Parking**

Ample space opposite the house

### **Admission of Residents**

A good admission arrangement exists. Each application is assessed by the hospital nurse so that appropriate resources are available in the home for that person. The manager has the final decision as to who is accepted for the home. The majority are admitted following a period in hospital.

### **Complaints Procedure**

There is a complaints procedure in place. Complaints are dealt with by the manager unless urgent and she is not available – the matter would then be dealt with by the RGN in charge. If the complainant is not happy with the response, they are encouraged to contact the Care Standards Inspectorate Wales.

### **Care Plans**

A comprehensive Care Plan has been arranged for each individual and it receives daily attention. There is detailed recording with forms for each day e.g. all contact with residents during the night.

### **Reception Area (outer)**

- Signs in place
- Visitors book
- Alcohol hand gel by reception with request that each visitor uses it before entry and when leaving.
- A cupboard to show activities undertaken.

### **Reception Area (inner)**

A homely and clean atmosphere evident straight away. A notice board shows who of the nursing staff are on duty. The outside door is locked – a code is required to open it – this is for the well being and safety of the residents.

Clear signs showing the location of the first aid boxes.

The home has a small mini bus which is used to take the more able resident in their turn to the town at Porthmadog.

### **Problems**

There are problems in obtaining a chiropody service and private arrangements have to be made when a resident is in need. This means that individuals have to pay for the service.

### **Comments of some of the residents**

- Love it here. A very nice place
- Great and everybody takes care of everyone
- A homely place, we are well cared for and they're always ready to help when we need something.
- I'm glad I've had to come here

### **Comments on the Visit**

We would like to express our appreciation to Mrs Jill Jones and the staff for the special welcome received. Every assistance was given to us and Mrs Jones was totally open to every question asked by us. It is quite clear that this is a first class standard home with a welcoming and warm atmosphere.

It is quite clear, in our discussion with Mrs Jill Jones that she has great attachment to the home and the residents. It was clear that she has very high standards with an expectation that all members of staff achieve those standards. She had a close relationship with each of the residents and a first class professional relationship with staff. This is reflected in the homely atmosphere we felt there.

### **Recommendations**

1. That the Local Health Board be asked to look into the problems of obtaining a chiropody service for residents.

Mr E Selwyn Griffiths  
Leader