Enter and View Report

Bank Hall Farm

Care Home Contact Details:
Swanlow Lane
Winsford
CW7 4BP

Date of Visit: 30 April 2018

Time of Visit: 2pm – 3.45pm

Healthwatch Cheshire Authorised Representatives: Janet Lomas and Georgina Hulme

Bank Hall Staff Present: Paula McCabe - Manager

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and

strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

Contact Details: Healthwatch Cheshire, Denton Drive, Northwich, Cheshire, CW9 7LU Tel: 0300 323 0006

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1. **Description & Nature of Service -**

Owned and managed by Priory Adult Care, Bank Hall Farm provides a specialist service for adults with Autism or Asperger's Syndrome. Residents may also present with mild to moderate/severe challenging behaviour and may have associated learning disabilities. The facility has seven beds available with 1one vacancy at the present time. One of the residents lives in a self-contained apartment next to the main residence

Group: Priory Adult Care

Person in charge: Paula McCabe (Manager)

Local Authority / Social Services: Cheshire West and Chester Council (click for contact details)

Type of Service: Care Home only (Residential Care) – Privately Owned , Registered for a maximum of 7 Service Users

Registered Care Categories*: Learning Disability • Younger Adults

Specialist Care Categories: Asperger Syndrome • Autism/ASD

Admission Information: Ages 18+.

Single Rooms: 7

Rooms with ensuite WC: 7

Facilities & Services: Independent Living Training • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Minibus or other transport • Gardens for residents • Residents Kitchenette • Television point in own room • Residents Internet Access

Latest Care Quality Commission* Report on Bank Hall: click here

2. **Acknowledgements**

Healthwatch Cheshire would like to thank the service provider, care home manager, residents, visitors and staff for their contributions to this Enter and View visit.

3. **Disclaimer**

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or

family members/friends but does provide an account of what was observed and presented to HWC ARs at the time of the visit.

4. **Purpose of the visit -**

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of residents, family members/friends and staff
- To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire ARs to observe how the service delivers on the statements it advertises on its website

5. **Introduction/Orientation to Service -**

On arrival we asked if the provider had received a copy of the letter informing them of a visit from Healthwatch within the next four weeks but there was no knowledge of said letter. We were informed that mail can be sent to the wrong property via the postman. A new sign is on order for Bank Hall Farm.

We were welcomed by staff and shown into the building from where we had parked. The staff member was with a resident and only when it was safe to enter and the resident supervised by someone else did we go in, sign the visitors book and were shown to the office to meet with Paula.

6. **Methodology -**

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by Representatives:

- Direct observation of interactions between staff and residents
- Participant observation within therapeutic/social activities where appropriate
- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors

7. **Summary of Key Findings -**

This is a specialist centre that provides accommodation and care for a specific client group with a broad range of conditions and behaviours. As a result there are many challenges to staff and in ownership in that a stimulating environment might not be appropriate for some service users. Our observations and conversations suggest that staff are working hard to provide the best possible experience and support to those resident at the home.

8. **Detailed Findings -**

8.1 Location, external appearance, ease of access, signage, parking - Bank Hall Farm is situated on the outskirts of Winsford on the road to Minshull Vernon. It has a clear sign on the wall as you turn into the driveway but the property then divides into two; with Bank Hall Farm on the right and accessed by a remote operated gate with intercom. The property on the left is private and is Bank Hall Barn.

8.2 Initial impressions (from a visitor's perspective on entering the home)
On entering the building first impressions are of a stark, bare environment with robust seating and sofas, and a built in TV enclosed in a purpose built cupboard for safety reasons. There are some lightweight canvasses showing photos of residents. Curtains are in place but generally there are no soft furnishings in the main areas. We met with the manager in an upstairs office. The office was small, used for meetings with staff, storage and daily business.

8.3 Facilities for and involvement with family/friends – Apart from own rooms and outside areas there is little space (other than the manager's office) for families to interact in isolation to other residents. Family meetings are not organized.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings –
The building itself has three floors with bedrooms on the ground floor and first floor. All rooms were ensuite.
There are large outdoor areas at the back of the property leading to footpaths, outdoor buildings for sensory and activities, a space for an adult trampoline, swings and grassed areas.
All areas outside appeared tidy and well kept.
We were shown a bedroom from the corridor. This had lots of colour, individual furnishings, personal items, sensory objects and things on the wall. It was explained that the residents who live at Bank Hall Farm have different support needs and their rooms are of an individual nature.
We saw one room being painted with very bright colours because as we were told, ***"That's what the resident would like."***
We were told that some of the residents do not like things on walls, items in porcelain, no wallpaper, pictures or notices etc. This presents a considerable challenge to the staff team to provide an environment that is socially more acceptable. Notices, posters, statutory documents are often all ripped up, thrown away and have to be replaced for compliance purposes etc.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures - A recent CQC report highlighted issues with cleanliness and safety, we did not see or hear anything in our visit today of a safety concern. We were told that there is a cleaner employed for 20 hours per week 9am – 2pm Mon-Fri. Support staff clean as well and deep cleans are said to be carried out. Again, it was reported to us that it is, *"Often a challenge to keep on top of things,"* - as the residents and staff are in and out of the building/gardens all the time and soil and grass are on the floors constantly.

8.4.3 Suitability of design to meet needs of residents – The house has a limited capacity in terms of residence. There are some restrictions in terms of space – in particular only one main communal room.

8.5 Staff support skills & interaction

Everyone we met was welcoming, said hello and was always with the residents - as 1:1 staffing is required for all residents. All have 2:1 when taken out into the community using one of the three vehicles available to them.

We were informed that all residents go out at least once a day and all have individual support plans and timetables; we did not see any of these in the main areas but were told they are in the bedrooms.

There is a maintenance man employed for outstanding repairs and day to day jobs. We saw fire extinguishers, notices, a first aid box and 'sign in book' in the tiny hall by the front door.

We were told that n induction, all staff has a two week 'buddy' system when they get to work alongside staff to get to know the residents. There are four staff working nights.

8.6 Physical welfare –

During the visit we saw staff and residents interacting in several ways. Staff were respecting the individual's needs and treating residents with dignity. Everyone we saw during our stay was dresses appropriately.

It was not possible to talk with any of the residents but we saw one man on the swings smiling and laughing and one man one at the computer appearing contented. One man came downstairs for a biscuit and staff knew what he wanted.

All of the 1:1 staff were with the residents at a respectful distance joining in the activity or being quiet but still in proximity. We did not see any pictorial communication aids or 'PECS' used today but were informed that these are available.

All residents have appointments with GP/Primary Healthcare when needed and Paula spoke of reasonable adjustments that are made at the local surgeries whenever help is needed. We were told that one dentist comes out to see one resident in the car because the resident cannot cope with going inside the surgery.

Meals are all cooked by staff and we were told that healthy diet options are encouraged.

8.7 Social, emotional and cultural welfare -

There are a considerable range of activities available for the residents who live at Bank Hall Farm both within the grounds and in the community.

The environment offers a safe open space for messy play, baking in the kitchenette, sensory, swinging, trampolining, running and walking etc.

Local walks to forest areas, community facilities such as disco, bike riding and 'splash' are all enjoyed. We saw one young man sitting at a computer which he loves.

9. Additional Areas of observation

Comparisons of observations against providers website - There are currently no reviews or feedback online, consider ways to get this from families and providers and staff so these can be promoted.

10.Elements of Observed/Reported Good Practice – All staff seem to be committed to providing the best opportunities and experiences for residents.

11. Recommendations

- Feedback from the meetings that are reported to be held with the residents each month.
- Consider how this could be advertised, actioned and promoted.
- Use of streamed pictures or videos on the 'boxed' TV for example.
- Public and statutory staff notices that are required - Could these be streamed on a TV in the staff and I public areas for example? - Plus a good way to show what you all do i.e. activities, photos, and events.
- Wall murals, art works direct on the ceiling/walls

Feedback from Provider of Service
At time of publication – no feedback received.