healthwatch Cheshire East healthwatch Cheshire West

Enter and View Report
Heathercliffe

Care Home Contact Details:
Old Chester Road
Helsby
WA6 9NP

Date of Visit: Monday 25th June 2018

Time of Visit: 4pm

Healthwatch Cheshire Authorised Representatives:
Chris Banfi and Neil Garbett

Heathercliffe Staff Present:
Manager - Sarah Turner

Deputy Manager - Joanna Bunting

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 improves 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**

- **Owner:** Pinestone Ltd
- **Person in charge:** Sarah Turner (Registered 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 22 Service Users
- **Registered Care Categories*:** Dementia • Old Age
- **Specialist Care Categories:** Alzheimer's • Challenging Behaviour • Visual Impairment
- **Admission Information:** Ages 65+.
- **Single Rooms:** 20
- **Shared Rooms:** 1
- **Rooms with ensuite WC:** 21
- **Weekly Charges Guide:** Personal Care Single £750 – £780 (These prices are only a guideline, please contact Heathercliffe Residential Care Home to find out the exact price for your requirements.)
- **Facilities & Services:** Day Care • Respite Care • Physiotherapy • Own GP if required • Own Furniture if required • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room
- **Latest Care Quality Commission* Report on Heathercliffe Residential Care Home:** click here

The latest CQC report from an inspection completed 17th March 2016 rated Heathercliffe as overall GOOD. It received GOOD in all areas Effective and Caring, Safe, Responsive and Well-led.

Heathercliffe website states:

> ***"A high standard of care is provided 24 hours a day according to individual needs and in consultation with the resident. The services include health promotion, assisting the individual to meet their needs, co-ordinating the contribution of other care workers and assisting and supporting the individual and family in the final stages of their life."***
> and
> ***"Although principally providing a long-term care, the home prepares residents for an independent life if that is their wish."***
> also
> ***"A personal programme of care is planned to meet physical, emotional, social and spiritual needs. Arrangements for the Doctor, Chiropodist, Dentist and Optician can all be made."***
> and
> ***"We welcome the support of families and friends in the care planning process."***

On this visit Representatives were keen to observe how these statements are acted on in terms of the delivery of care at the home.

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 Healthwatch Representativess 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 Representatives to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to Service

On arrival Representatives were met by staff and introduced to the Deputy Manager, Joanna, who was welcoming and open. They led us through to the office, offered us a drink and they were happy to answer any questions we had.

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

- Heathercliffe seemed a calm but busy home where residents appeared content and well cared for.
- We observed respectful and caring interactions between staff and residents.
- Management were proud of their home and happy for us to visit.
- Representatives spoke to five members of staff and residents and also two family visitors who were pleased with the service.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking -

Heathercliffe is positioned within an area of residential housing. Access by car to the home is via a narrow lane.
The external appearance of the building is neat and well cared for. There were pots of flowers in tubs outside of the property and also pots of tomatoes which; we were later told; were planted by residents.

The main entrance is at the left side of the property through a gate.

There are gardens around most of the property and all were tidy and maintained.

There are a number of outside seating areas - and a couple of shaded areas. There is some parking but not much however this wasn't mentioned as a problem.

There are shops nearby in Helsby village but the roads leading up to Heathercliffe from these are quite steep.

8.2 Initial impressions (from a visitor's perspective on entering the home) – First impressions are one of large well maintained building that has been converted, adjusted, joined together and extended over the years. The actual property appears to be made up of four separate buildings; all of a different age and construction type; all joined together. On entry to the home we felt welcomed and there appeared a calm atmosphere with no unpleasant oudors.

8.3 Facilities for and involvement with family/friends – The home has many sitting areas for visitors to meet up with relatives and friends. On the day we visited it was a lovely sunny day and some relatives had chosen to sit in the 'lean-to' conservatory at the rear overlooking the garden - Quite a nice place to sit in the afternoon. We were told by staff that visitors are welcome at any time. We are not aware that specific residents/family meetings are held but the manager told us that relatives meetings are often organised to discuss a residents care needs – particularly when following up condition or behaviour change.

8.4 Internal physical environment

8.4.1 Décor, Lighting, heating, furnishing & floor coverings - On entering the home we were greeted by a member of the care staff who invited us in and asked us to sign in while she looked for the manager. The hall was bright and airy, well decorated and welcoming. There were no odours.
The carpets all looked clean and recently vacuumed. The walls were neutral with a display of certificates and a copy of the activities for the week. These included a trip to Cheshire Oaks, storytelling, music and hairdressing.

Representatives felt that the print was rather small - perhaps a larger display of activities with picture illustrations might appeal to some of the residents?

In the hallway was a decorative tree which had lights and wedding photographs hanging from its branches. There was also bunting. We were told this had been done to celebrate the recent Royal

Wedding. As well as residents' photos there were also those of families.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures – The home appeared fresh clean and well cared for. It appeared that paved areas ouside had recently been swept/powerwashed.
Hand gels were available. Toilets washbasins, showers and baths viewed were all spotless.

8.4.3 Suitability of design to meet needs of residents – The building has been adequately modified to meet the needs of residents. Doorways are wide and the environment is free from clutter.

8.5 Staff support skills & interaction

8.5.1 Staff appearance/presentation - Staff were in uniform, all with name badges clearly visible.

8.5.2 Affording dignity and respect – All residents appeared to be treated with respect. Representatives thought the staff were very friendly, caring and knew all the residents who they interacted with by name. We witnessed a number of staff interacting with residents.

8.5.3 Calm, empathic approach to care giving - We saw staff speaking in a friendly and caring manner to residents. During our visit residents were being encouraged to move to the dining room for tea, something that was done in a calm and unhurried manner. Joanna told a Representative that this was important. ***"If we stay calm then there is a calm atmosphere. Everything is geared to the client group."***

We were told by staff that it had been noted that clients need more help in the morning and as a result, management have introduced a new shift - to allow more staff to be on at that time.
Joanne commented that training of different types was viewed as being of high priority in the company and that all staff members in the home are trained in dementia awareness.
We were told that members of staff cover for each other and they seldom use agency staff.
We were told that there is two 'awake' staff on duty at night.

8.5.4 Attentiveness and pace of care giving - Representatives observed staff listening carefully to residents and offering support to residents as well as encouragement with set tasks – an example being when one resident wanted to move to a different area to read a magazine.
Another resident who appeared to be anxious was moved to a quieter area to allow them to calm down whilst being monitored by staff.

8.5.5 Effective communications – alternative systems and accessible information – We were told by Joanne that measures would be put in place to aid any resident with a communication difficulty.

8.6 Physical welfare

8.6.1 Appearance, dress & hygiene - The residents were well groomed and many had taken advantage of the hairdresser's visit. Some were having hand massages from the staff and also manicures. One lady who became distressed was reassured and comforted by a staff member. Staff seemed to know the client group well and knew how to respond.

8.6.2 Nutrition/ mealtimes and hydration – We spoke to Residents and their families, who were happy with the food choices and the standard of food.
We met a staff member from the kitchen who told us she always offered alternatives if the food choices didn't suit. She said that she would make soup from scratch for residents if requested. Frozen portions from previous meals were useful for those that wanted a different choice. Joanne said they sourced their food locally where possible, for instance their meat comes from 'Cowards', a family business in Frodsham.
The dining room looked well set for tea time. Joanne told us that the dining room is also used as a cafe on occasion when they serve homemade cake croissants and biscuits. Relatives are invited to join them.
One relative spoken to commented that, ***"I am always offered tea and delicious cake."***

8.6.3 **Support with general & specialist health needs** - The local GP visits on a weekly basis. Joanne told us the GP is, ***"Very supportive and responsive."***
She commented that, ***"The pharmacy is in Kingsley,"*** and that the pharmacist was, ***"The best thing since sliced bread! He will ring if he is unsure about a prescription and will chase any that are due."***
Representatives were told that a chiropodist also visits the home and a beautician when required.
A hairdresser visits Heathercliffe once a week.

8.6.4 Ensuring comfort - The home appears to maintain a calm environment and has lots of stimulating features that include pleasant artwork displays, a selection of current magazines and books, a TV and quiet social areas in which residents can chat and rest. Lighting was good throughout the home and furniture appeared very clean and in a good state of repair with many comfortable armchairs available for residents.

8.6.5 Maximising mobility & sensory capacities - Observations suggest that there does seem to be adequate adaptation in terms of equipment at the home. We were told that staff take pride to ensure that resident's spectacles are kept clean and that hearing aids are worn and maintained in good order. Residents are encouraged to move around as much as possible.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation & personal possessions - Residents are able to personalise their own rooms with pictures, memorabilia and small items of furniture.

Exhibits of note at the home -

Centenarians have their letter from the Queen framed and displayed.

8.7.2 Choice, control & identity - Those families we met were happy to engage with us and gave us positive feedback. One said that the level access made it easy to assist his wife to go outside. There was a ramp into the garden. We saw residents sitting in various places in the home. The conservatory was very popular as it had a good view of the garden. The open windows made it very pleasant as there was a through draught despite the hot day. Joanna pointed out that they also had an air conditioning unit. The decor was in keeping with the age of the house which felt homely. All rooms that we saw looked clean and fresh. The paintings on the walls might be considered rather bland. Perhaps there could be something related to the residents' craft sessions which might be displayed also it can be stimulating to use local scenes as reminiscence.

8.7.3 Feeling safe and able to raise concerns/complaints – The home has a complaints policy but we were told this is rarely used as most issues were resolved informally and quickly.
There are no regular relatives' meetings but I spoke to two visiting relatives who said that any problems would be dealt with quickly. ***"There is always someone in the office I can talk to."***
Relatives were happy with the care at the home. One lady visiting

her mother said she usually had her hearing aids in and had been well cared for. They had been offered refreshments and knew they could visit any time.

8.7.4 Structured and unstructured activities/stimulation - There is no activities coordinator but staff are involved in activities such as hand massage, storytelling and craft activities.
There is a gardening club. There are weekly visits from local high school students who are wanting medical/nursing experience. We were told that they enjoy getting involved with the residents and helping with activities. Another student helps the maintenance man. We saw him painting outside furniture during our visit.
The home also has links with a local primary school. The school band visits and plays music written by the children themselves. The teachers saw the benefits from the visits and have since brought reception aged children in that has been very successful and benefits the residents and the children providing an opportunity for different ages to interact.

8.7.5 Cultural, religious/spiritual needs – Staff told us that there are often visitors from local churches at the home and that special arrangements can be made for those residents who wish to attend a church or religious event.

8.7.6 Gardens- maintenance & design/suitability for use/enjoyment – The home benefits from beautiful gardens at the rear of the property and paved areas at the front of the building with planters and pots that were well stocked and maintained.
There were two families using the gardens but I was told that not many of the other residents came out. This could be because of mobility problems.

9. Additional Areas of observation

9.1 Comparisons of observations against providers website – Representatives feel that the comments made on the providers website do reflect the work and environment at the home. Residents are most certainly ***"supported"*** and conversations with relatives suggest that they are involved in the care planning process.

9.2 **Comparisons with previous Healthwatch Visit(s) where applicable** – Our last visit in March 2014 Healthwatch commented, ***"Heathercliffe seems to have a good atmosphere, relaxed and with a sense that everything is calm and under control. Behind this gentle touch appears to lie an efficient and experienced management with a strong emphasis on vocational motivation within the staff team."*** On our current visit Representatives would endorse the comments made by Representatives at this time

9.3 Comparisons with the most recent CQC report – The most recent CQC report rates the home as GOOD with positive comments in relation to management training and support and favourable remarks about care being delivered in a respectful manner. Our observations on this visit would confirm these statements.

9.4 Other observations/findings of note -

- Representatives feel that there are many good things to be seen at Heathercliffe and the residents seem content and happy.
- A resident who was in some distress was observed as being supported well and treated with great sympathy and understanding.

10. Elements of Observed/Reported Good Practice –

- Staff interaction with residents appeared extremely positive
- Care appeared to be unhurried
- Environment is clean and well maintained

11. Recommendations

- Perhaps a dedicated coordinator could ensure that there is a structured choice of activities available, and build on the foundation that is already in place.
- Could some activities take place in the garden to make the most of the lovely surroundings? Also, there could be more use of reminiscence therapy stimulated by tactile wall hangings and photos.

Feedback from Provider of Service
We were very happy with the visit. We had received prior notice information relating to Healthwatch and their proposed CIC enter and view visit. *It is a wonderful opportunity to gain further perspective of our service and organisation, Healthwatch were professional and engaging to the staff team, myself and my deputy on their visit.* *8.4.1 – The Representatives considered the font on our monthly activity agenda was a little small – this is a very good point. We will amend immediately making it more inclusive to all.* *8.6.2. Nutrition/ mealtimes and hydration – Healthwatch text stated frozen alternatives to food were offered. This is not the case. We do not use any frozen or processed foods.* *Recommendations:* *Activity and person cantered interests are paramount to our organisation and ethos, we regularly include external specialist services that deliver activities in Heathercliffe in addition to staff and volunteer support.To prevent repetition and acknowledge service user and family feedback, the*

management team coupled with our two full time care coordinators structure activities on a monthly basis which is seasonal, weather appropriate, occasion appropriate (birthdays anniversaries etc). We utilise staff skills to make daily activity a natural extension of care delivery. Whilst we accept your recommendation of a dedicated co-ordinator for activities, we feel our arrangement offers a greater variety that is inclusive to all optimising us all. We use our programme of service user and family meetings as a medium for individual service user preferences.

REGARDING ARRANGEMENTS FOR THE VISIT - The arrangements in place are already well thought out and executed. Perhaps as part of the prior notice letter, they could invite providers to submit their activity programme for the months they plan to visit so that Healthwatch representatives could decide on a "good day" to call unannounced giving them greater insight to the organisation and the service delivered. For example a birthday party or a bank holiday celebration.

SARAH TURNER - REGISTERED MANAGER - 29/07/2018