Enter and View Report

Hinderton Mount Care Home

Care Home Contact Details:

Hinderton Mount Care Home
Chester High Road,
Neston
CH64 7TA

Date of Visit: Tuesday 15th May 2018

Time of Visit: 10am

Healthwatch Cheshire Authorised Representatives:

Pat Clare
Andrew Pleass
Chris Banfi

Hinderton Mount Staff Present:

Lorraine Weaver - 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 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

- **Group:** Weatherstones House Care Ltd
- **Person in charge:** Lorraine Weaver (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 26 Service Users
- **Registered Care Categories*:** Old Age
- **Admission Information:** Pre Assessment/trial stay/visits etc.
- **Single Rooms:** 22
- **Shared Rooms:** 2
- **Rooms with ensuite WC:** 24
- **Weekly Charges Guide:** From £700 (These prices are only a guideline, please contact Hinderton Mount to find out the exact price for your requirements.)
- **Facilities & Services:** Palliative Care • Day Care • Respite Care • Convalescent Care • Physiotherapy • 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 • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access
- **Latest Care Quality Commission* Report on Hinderton Mount:** The latest Care Quality Commission (CQC) report, after an inspection visit on 5th April 2016, stated that the home was GOOD overall. It received a GOOD rating in all areas Effective, Caring, Safe, Responsive and Well-led.

The providers website states:

> ***'As a registered Residential Home, we give care for those people who want some support in their lives or cannot manage alone and need help with everyday tasks such as shopping, cooking, washing or dressing and laundry.***

We have nurses visiting regularly and staff who will help people with medicines. We can offer long or short-term care, as required.
We have visiting Hairdresser and Chiropodist as required.
Weatherstones House Care has also piloted, with agreement from their GP practices, complementary therapies at the Home. These include Aromatherapy, Reflexology, Massage and Music.Residents, staff and relatives have found this most beneficial.

As with all Homes in the Group, Hinderton Mount is proud to offer a continuing quality of life and individually tailored care. If we cannot be just like home, we aim to be the next best thing.'

'Activities are actively encouraged at Hinderton Mount. They cover the usual seasonal range from Spring Festival, Strawberry Tea, Summer Fete, Firework Night,Christmas Parties and Carol Concerts even a Christmas Pantomime!.
We also have visiting entertainers on a regular basis.
Most afternoons we have a word game ,Crossword or competition for those that wish to participate.
As we provide four spacious lounge areas, there is always a chance to socialise or enjoy the peace and quiet as you wish.'

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 Cheshire Representatives at the time of the visit.

4. Purpose of the visit

- To enable Healthwatch Cheshire Authorised 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

Lorraine Weaver, the home manager, came to meet us in the car park having been alerted by staff that we were there. She welcomed us warmly and invited us in. There are two entrance doors with a security lock on each. We were asked to sign the visitors' book. There was also a comments book on display along with fresh flowers. We noted the Healthwatch letter of intent to visit was also on display along with evidence of CQC and other statutory notices – fire plan, insurance etc..

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 busy, active home where the residents are respected and involved. Summed up by the manager when she suggests to staff, ***"This is their home and we are their guests."***

8. Detailed Findings

8.1 Location and external appearance -

The home is easy to find - located alongside the main A540 Hoylake Road. Set back in its own grounds and well signposted, the home is near a local garage with a shop and a pub. The home has a number of car parking spaces at the side and rear of the property.

8.2 Initial impressions –

A well maintained property set in its own grounds. There is easy access with several parking areas. The gardens; front and rear; are tidy and pleasant in appearance, with plastic chairs, a table and wooden bench. The entrance is attractive and tidy with tubs of flowers on display. There is a large conservatory prominent at the front of the building.

8.3 Facilities for and involvement with family/friends –

Lorraine explained visitors are welcome at any time, as are prospective residents - it is not necessary to make an appointment. Relatives are encouraged to visit at meal times and eat with the residents. We were offered lunch. She explained her open door policy commenting that all residents and relatives know who to speak to with complaints or questions. Each resident has a key worker who can help with this.

8.4 Internal physical environment –

The reception area was bright and welcoming with no odour.

The home was carpeted throughout and all areas looked clean and well maintained.

Bedrooms are numbered rather than named.

Representatives were invited to visit two bedrooms by residents which appeared tidy and clean. All bedrooms are en-suite (toilet and washbasin), with two having an additional shower. We were told that shared baths and showers were available and that in fact most residents prefer to use the large baths available in the main bathrooms.

Those who live on the ground floor that have regular baths are encouraged to do so at 8 a.m. so that they can have more privacy.

The residents looked comfortable in the pleasant lounge. The chairs were arranged in small groups - in a way as to encourage conversation.
The dining room was clean and well ordered - Breakfast menus were on display on the tables and a lunch menu was already shown on the wall in the lounge.

We were told that residents are regularly invited to give food preferences. A staff member told a Representative that if a resident fancied something to eat that they didn't have, someone would pop out to get it.
We understand that food is sourced locally and prepared on site.
Menu choice and rotation frequency is agreed at the regular resident/relatives meetings. The adjacent kitchen looked clean and well ordered. There is tea in the lounge at 11 a.m and 3 p.m. with freshly baked cakes daily. Residents told us that they enjoyed the food.`

8.5 Staff support skills & interaction –

Lorraine has been home manager for 10 years, having previously worked in the home as a carer. Either she, or the deputy manager is always on duty along with a senior carer. Also on duty would be four full time staff and two part time staff.

Lorraine told us there are also a number of volunteers, some of whom have had relatives live at Hinderton Mount in the past. She said that, ***"I am very happy with the ratio of staff and do not need to use agency staff."***
We were informed that there is little turnover of staff and that he deputy manager has worked there for 19 years.

All the staff we spoke to were obviously very happy in their work and spoke very highly of Lorraine, one said, ***"Such a brilliant manager."***
Another commented, ***"Lorraine is an amazing manager. She is often the first person in and will stay till midnight if someone is ill."***
Another said, ***"She makes you feel passionate about your job."***

Lorraine described herself as very hands on. She said she liked to get in early to see the night staff. A member of staff told a Representative that Lorraine would often get in early and poach eggs for everyone.

Another carer told a Representative that Hinderton Mount was, *"Her favourite place to work."* She said that she had started as a cleaner and is now a level 3 NVQ senior carer. **"I never thought I'd be doing this."** She is very pleased with her progress.

Staff were dressed appropriately in tabards and were observed listening to residents needs and then supporting them affording both dignity and respect. Staff seemed to communicate well with residents and both staff and residents appeared at ease with each other rather like one big family.

8.6 Physical welfare –

Residents were dressed appropriately and clothes appeared well laundered. Every resident spoken to felt the food was good. They felt well looked after and they had plenty to drink. They were very happy with staff who support them.

8.7 Social, emotional and cultural welfare –

Residents are able to bring into the home small Items of furniture. Photographs and personal possessions are encouraged.

The home has a new activities coordinator who told a representative that she was made to feel very welcome by both residents and staff.
She now does two full days and three part time.
Lorraine told us she has advertised for a second one - ***"You can't have too many!"***

Hinderton Mount has a mini bus and have outings to local places of interest such as Chester Zoo and evidenced by displayed photographs on display.

Residents have recently become involved in gardening. They also enjoy crafts such as knitting.
During the visit we saw residents knitting baby hats for a local hospital and making paper flowers for hats in preparation for the royal wedding.

Sometimes the activities coordinator will go and read to a resident while a carer will take her place on the floor. At other times she will read aloud to the residents. They also have visits from musicians and singers and visit the local pub.

Residents self fund trips but there is also some fundraising in the form of a raffle to contribute towards future activities. We were told, "There is always something to do the whole day."

Lorraine told us they were well supported by families and have regular meetings which are well attended. She has staff meetings and residents' meetings on the same day which creates better feedback. Feedback is also available to read in the comments book in the reception area. A resident told a Representative, **"We have everything we need."**

The home benefits from a well landscape garden with easy access and some shade. The home overlooks open fields that are often stocked with animals and we understand from talking to staff that residents often like to watch these in the field.

9. Additional Areas of observation

This home appears to the visitor to follow through with comments made on its own web-pages.
The ethos of the home is driven by the manager. She is committed to a caring, homely atmosphere. The staff seem to follow her example and the residents benefit. As one carer told me **"Lorraine wants it to be a home but like a hotel."**
Overall the impression is of a happy, safe, friendly and caring environment.

10. Elements of Observed/Reported Good Practice –

- It is obvious that the positive and happy atmosphere is the result of the passion and enthusiasm that Lorraine feels for her job and this permeates throughout the home. The staff feel valued and supported. We feel her comments ring true.**"There is a lovely atmosphere when you get to know the residents. I know these better than my *own*. *When you care about where you work it's not like work*."**

- We were told that staff will always help out - they will come in on their days off to help. They are encouraged to use their initiative. One staff member told me that staff bring in little prizes for the daily games of bingo. ***"All the girls get involved because it's like a family."*** We observed staff joining in the music for health and encouraging residents who were obviously enjoying themselves.

11. Recommendations -

None at this time

Feedback from Provider of Service
We were very happy with the arrangements prior to the visit, we received a letter prior to the visit stating Healthwatch were due to visit in May or June 2018. *The draft report was very positive and encouraging, It was nice to receive such positive feedback it makes myself and staff feel worthwhile and encourages us to continue to give excellent care.* *The visitors on the day were Pat Clare, Andrew Pleass and Chris Banfi, they were all very professional and polite and gave very positive feedback, they have given us at Hinderton Mount reassurance and encouragement to continue to provide excellent care to our residents.* *LORRAINE WEAVER, MANAGER, 25-06-2018*