Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**Whitby House** **Pooltown Road** **Ellesmere Port** **CH65 7AE**
Date and Time	**7th December 2017 arriving at 10.00 a.m.**
Authorised Representatives	**Sue Masterman, Neil Garbett, Jem Davies**
Staff Present	**Jo Stratton – Senior Staff Member**

Background

Healthwatch Cheshire CIC is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West and Chester. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?
Enter and View is part of the local Healthwatch Cheshire CIC programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of its work plan agenda this year Healthwatch Cheshire CIC continues to work in monitoring Nursing and Care provision across the area.
This work has the full support of Health and Local Authority commissioners.
With this in mind, throughout the year, we visit a number of establishments with the intention of observing settings from a family perspective and gathering feedback from service users, relatives and staff. This report is based on these observations and conversations.

Highlights from the Visit

- **A comfortable quiet clean home located within the community.**
- **Staff appeared caring and responsive**
- **Residence has a homely feel**
- **Staff welcoming though efficient.**

General Information

Located in a residential area of Ellesmere Port of Whitby House is a purpose built facility providing Nursing care for up to 40 individuals on two floors.
The home is sited near to local shops, about a mile from the town centre it is also served well by public transport with a bus stop opposite the driveway into the home.
Whitby house is owned and managed by Larchwood Care, a large organization with over 50 homes around the country.
At the time of our visit all residents at the home had conditions that required nursing care. Jo Stratton told us that these days most clients enter the home requiring nursing care of some kind and that some residents who originally moved to the home for respite and rehabilitation purposes have stayed on or returned as permanent residents.

Environment

Buildings and grounds – The entrance to the home is via a well signposted private drive off Pooltown Road. The home has an adequate car park that was laid to tarmac in good condition.

The home benefits from having good security with a key coded door at the main entrance.

On entry representatives were asked to sign in. We met the assistant manager Jo Stanton - who following introduction invite us to explore the home by ourselves.

Initial impressions were that the home was clean and tidy and there were no unpleasant smells. Notice boards detailed insurance, fire risk and CQC information and were neatly presented and easy to read without clutter and with many notices laminated. We visited the main lounge, this appeared spacious light and airy and furnished with comfortable chairs (that had just been cleaned). There was some access to the garden area. Another communal lounge on the ground floor had a budgie pet. Representatives felt that this added to the homely feel of the environment.

Also on the ground floor we viewed the dining room where some residents had just finished breakfast. Although quite small this area was furnished with good quality chairs and tables.

Corridors we felt were a little narrow for a building of this type. Doors were functional and though in a reasonable condition showed signs of wear and tear where equipment had bumped into them over the years - Possibly as a result of the difficulties moving large equipment in a narrow space.

Decoration throughout the home seemed adequate although Representatives did feel the home would benefit from a lick of paint in some areas.

Toilet/Bathroom areas – Those viewed appeared clean and functional and broadly accessible, however, most toilets were at a low level (non wheelchair height). A variety of ‘toilet raiser’ frames were available. In most cases staff are around to aid toileting so this probably does not cause a problem but we feel that it would be a real ‘selling point’ for the home to have at least one fully compliant accessible toilet in the building e.g. to cope with the needs of a wheelchair visitor.

Health and Wellbeing

We arrived at 10.00 am and at this time most residents were in own rooms. Staff told us that most residents prefer to have breakfast in their own rooms.

Resident's rooms appeared clean and uncluttered and were of various sizes. Most residents had their own TV and radio – some small pieces of their own furniture and memorabilia. There appeared to be more small personal items than in most similar homes that Healthwatch Cheshire West have visited.

Staffing - Levels appeared adequate at the time of our stay. Staff were quietly busy with day to day tasks and care. One member of staff was in the process of completing a medicine round and was dressed appropriately with a **'DO NOT DISTRACT' bib.**
Staff were observed as being very visible, approachable and patient with the residents - they were overheard on a few occasions - ***"What can I do to make you comfortable… Are you hot at night? Would you like me to ..."***

Upon arrival the cleaning staff were busy and appeared to be thorough in their tasks. Whilst we were present a maintenance employee from Beau Care Medical arrived to carrying out a six monthly checks on all lift equipment e.g. hoists, baths, chairs.

Activities - There is an activities sheet in every room displaying what is ongoing and planned. On the day of our visit some residents were going to the local garden centre for afternoon tea. Every day had an activity planned that included arts, crafts, music and excursions.

We were told that the there had been entertainers visit the home, most recently an Elvis tribute, who attends regularly. One lady resident was particularly proud of a photograph she had had taken with 'Elvis.' and displayed in her room.

We were told that the local school has attended to sing carols and have joint quizzes with the residents and other recent excursions have included a trip to the Zoo and out to Parkgate Promenade for an Ice- cream.

The home produces a regular newsletter for residents and we have attached some examples of this as an appendix item.

Feedback

A number of residents were keen to speak to us.
We were able to speak to a couple of visitors to the home who were all full of praise for staff and facilities.

We spoke with some family members of a resident who described the home as ***"Excellent!"*** and, ***"Brilliant!"*** They told us that their relative had been at Whitby for two years, after, ***"Becoming difficult to manage at home."***

They felt the home was coping extremely well with her problems. The relative had become very ill recently and neither the family nor the resident wanted to go into hospital. They described the treatment their relative was getting in the home as, ***"A hospital at home."*** All parties felt it would be detrimental for their health to leave the home.

Another daughter of a resident commented that she had looked at a number of homes locally after realising that her mother would need some support. She told us that she had chosen Whitby house because on a preliminary visit she had made, ***"There seemed a good family atmosphere here."*** She felt able to visit regularly and found the staff very approachable and willing to listen to you. ***"I feel I can visit mum at any time… Everyone***

here works hard and is really kind." Her mum; the resident; also spoke to representatives commenting, ***"I'm very happy here I have my own room and staff are very helpful."***

Another resident told a representative that she would be happy to go in the record commenting how well the home was performing across all areas with different aspects of care examples given. She said, ***"I feel well looked after here."***

We met a lady who had only been in the home a short time, having lost her husband a few weeks earlier. She said her daughters had selected the home from several others visited and that she was happy to be there. She was surrounded by many photographs of her husband and said of the staff, ***"They're lovely people."*** It was obvious that much had been done to help her through a traumatic time.

A gentleman resident in the lounge who was hard of hearing just made a sweeping gesture giving us a smiling, ***"Thumbs up!"***

Suggestions for improvement

- Consider in any future refurbishment plans to have one of the downstairs toilets made fully accessible with correct fittings.

Feedback from Provider of Service

The report recommended a disabled toilet for visitors
We many toilets and bathrooms both on the ground and 1st floor designed for disabled people, residents and visitors are welcome to use any toilet.
I will take steps to ensure all visitors are aware.
ANGELA EARLAM – WHITBY HOUSE HOME MANAGER – 04.01.18

Appendix Items

Extracts from recent newsletters -

WHITBY HOUSE NEWSLETTER

December 2017

WHATS HAPPENING IN WHITBY HOUSE THIS CHRISTMAS

School children will be coming in Carol Singing on the following dates.
Fri 1st Dec-Our Lady's
Fri 8th Dec-Acorn School
Mon 11th Dec-Our Lady's
Fri 15th Dec-Our Lady's
Mon 18th Dec-Nursery Children

We have two trips booked to Gordale Garden centre for Christmas afternoon tea on Thurs 7th Dec and Tues 19th Dec

Its Christmas Jumper/T Shirt day on Fri 15th Dec. All residents and staff can participate.

Cheese and Wine afternoon on Thurs 21st Dec.

Residents Christmas Party will take place on Fri 22nd December in the lounge downstairs. Lots of nice food and entertainment.

Becky the hairdresser will be in on the following dates over Christmas:
Tues-5th Dec
Wed-13th Dec
Tues-19th Dec
Thurs-28th Dec
Wed-3rd Jan

WHITBY HOUSE NEWSLETTER

November 2017

WHATS HAPPENING IN WHITBY HOUSE

Shian will be coming back to work on Thursday 16th November.

We have a new hairdresser starting, her name is Becky and she will be coming round to introduce herself to you all on Wednesday 8th November. Sadly Julie had to leave us and we wish her well.

Our lounge is in the process of being decorated by Scott, it is looking very nice and should be finished and reopened next week.

Elvis will be visiting us on Thursday 23rd November in our newly decorated lounge.

Sunshine Singers will be entertaining us on Tuesday 28th November.

Diary Dates for November/December

16th November Residents Meeting 02.30pm.

Hairdresser will be visiting every Wednesday Morning.