healthwatch Cheshire West

healthwatch Cheshire East

Care Home

Enter and View Summary Feedback Report

March 2019

Introduction

What is Healthwatch?

Healthwatch Cheshire, consisting of Healthwatch Cheshire East and Healthwatch Cheshire West, is an independent consumer champion for health and care across Cheshire East and Cheshire West and Chester, forming part of the national network of local Healthwatch across England. Our role is to make sure that those who run health and care services understand and act on what really matters to local people.

Healthwatch Cheshire East and Healthwatch Cheshire West undertake continuous engagement activities with the public to hear about concerns and compliments regarding health and care services. The information we gather is then analysed so that we can identify and act upon trends and common themes by presenting our findings to decision makers in order to improve the services people use. We also share people's views locally with Healthwatch England who make sure that the government put people at the heart of care nationally.

What is Enter and View?

As part of our scrutiny function, we have the power to Enter and View services. This means that our Authorised Representatives have the right to enter health and care premises that accept NHS or local authority-funded patients or residents, in order to observe the nature and quality of services, and to comment on what is being done well and what could be done better. We then produce reports which we share with the people who have the power to make changes to services.

Reasons for visits are many and varied. The list below outlines reasons why a visit might be planned:

- As part of a work plan priority or work-stream project.
- Intelligence received from a number of individuals or a partner organisation.
- Issues arising from Quality and Risk groups or Patient Experience meetings as well as communication with CQC.
- A facility has not been visited previously or not been visited for two years.
- As part of a specific local study.
- As part of a joint project e.g. working with improvement teams at our local hospital to monitor the Emergency Care experience, or Quality Assurance Teams with Local Authorities.

These visits provide a snapshot in time of the services being provided and allow us to see, hear and feel what it is like within that particular setting for the people who use services, their families and staff. The reports from these visits are made available publicly on our websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view

This short report details the impact made during our Enter and View activity and the positive changes happening as a result of our visits. Evidence in this briefing has come from a range of Enter and View visits conducted by Healthwatch Cheshire West and Healthwatch Cheshire East from April 2017 up until November 2018.

Purpose of Enter and View Visits

- 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.
- To provide the public with a view of a service from the perspective of a person using that service. This can enable people to make choices about services they wish to use.
- To provide scrutiny of services to enable providers to improve services or commend examples of good service.

What happens during an Enter and View Visit?

Healthwatch Representatives undergo thorough training and shadowing of experienced Representatives before they are considered for Enter and View visits. Representatives are trained in various techniques to aid the gathering of information. The following techniques are used during an Enter and View visit:

- Direct observation of interactions between staff and residents or patients.
- Participant observation within therapeutic or 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.

A combination of all of the above is brought together to create a report that is fed back to providers to ensure people's voices are heard in improving services.

How are these reports utilised?

The service being visited receives a draft copy of the Enter and View Report produced by Representatives and is invited to provide feed back prior to its publication. When finalised, the service will receive a copy of the Enter and View Report.

Enter and View Reports are published on the Healthwatch Cheshire West and Healthwatch Cheshire East websites. Copies are sent to the Care Quality Commission (CQC) who will use our reports prior to carrying out their own CQC Inspection on the service. Cheshire West and Chester and Cheshire East Council Adult Safeguarding Teams, commissioners and the relevant Clinical Commissioning Group for the service also receive copies of the Enter and View Report.

The general public are able to access both the Healthwatch Cheshire West and Healthwatch Cheshire East websites, and compare and contrast various services in their locality. For

example, these Enter and View reports can be used to help inform families when making decisions about their choice of Care Home for relatives in conjunction with other information and data that may be available to them.

Enter and View Visits in Cheshire East - April 2017-November 2018

At the time of writing the report, there were 91 Care Homes registered in Cheshire East. From April 2017 to November 2018. Healthwatch Cheshire East undertook 42 Care Home Enter and View Visits.

Healthwatch Cheshire East received feedback from managers of 21 Care Homes who had received Enter and View Reports about their experience of the Enter and View process and visit, a response rate of 50%. All responses received were very positive about the Home's experience of both the visit and the quality of the report. These comments include:

- *"We were happy with the arrangements for the visit. We thought the visit was very good both Representatives explained everything and were both very pleasant to both staff and residents."* – Cathy Vickers, Brookfield House Care Home (June 2018)

- *"We were happy with the arrangements prior to the visit and information given in advance. The information given before the visit was informative and useful. Staff felt they were able to answer any questions fully and positively. A well planned and a positive experience for all involved. Thank you."* - Sarah Rodger, Park Mount Care Home (April 2018)

- *"We were happy with the arrangements prior to the visit. The letter had been received explaining that a visit would be taking place. The visit was very positive and this has been reflected within the report."* - Hilary Minshull, Richmond Retirement Village (September 2018)

Key findings and impact from Enter and View Reports

Prior to publication and distribution of Care Home Enter and View Reports, providers are given the opportunity to comment on and provide feedback on the report.

These responses have included undertakings and commitments to carry out most, if not all of our recommendations.

These recommendations have included:

- Improvements to the interior décor in 17 cases. Acted on by 10 Care Homes
- Improved and/or more varied activities in 13 cases. Acted on by 5 Care Homes
- Closer links with the local community in 10 cases. Acted on by 2 Care Homes
- Improvements to the gardens for the benefits of the residents in 11 cases. Acted on by 2 Care Homes
- Improvements to meals in terms of variety and choice in 7 cases. Acted on by 5 Care Homes
- Staff not wearing uniforms and badges in 1 case. Acted on by 1 Care Home.

Note that a single Care Home may have received several recommendations and produced several responses.

Below is a sample of the feedback and comments we have received from Cheshire East Care Homes who have received Enter and View visits and reports.

Response to recommendations:

- *"We were happy with the arrangements prior to the visit. A fine visit. Representatives were unobtrusive. Residents enjoyed the representatives visiting. Actions: Smoking policy has been reviewed. Garden room will be redecorated. Activities are always discussed at the residents meeting."* - Neville Warrington, Tunnicliffe House, Macclesfield (September 2018)

- *"Thanks for sending the report. I have taken over as Manager at The Manor and as you will be aware some of the items marked for change will be altered with a new Management Team. I look forward to the next visit by Healthwatch when I will talk through our collective ideas for the home."* - Janice Johnson, The Manor Care Home, Middlewich (August 2018)

- *"All staff agree that the report is positive and feel that you have captured the ambience of our home."* - Amanda Kilincarslan, Greengables, Congleton (January 2018)

- *"We were happy with the arrangements prior to the visit. Staff felt that Neil and George were very respectful that this is our residents' home. At Hollins Park we appreciate all feedback to ensure that we continue to deliver excellent care and that is what we focus on. In terms of environment the home is slightly dated but the staff work with the residents in order to let them have a say in how it is decorated and take their views into consideration. We like to emphasise that this is our resident's home and they should feel like that is exactly where they are."* - Tracy Norbury, Hollins Park, Macclesfield (April 2018)

- *"I completely agree that our external decoration is in desperate need of some repair work. This has been flagged with our property team, some remedial work has been undertaken with a plan to address in the forthcoming months.*
  Our call bells at times especially around busy times, i.e. meal times can exceed our preferred waiting time, this is currently something we are addressing, and I agree that this can be distressing at times for our residents and their relatives. We reassure our residents that all call bells are monitored on my computer and if there is a concern regarding a response time then I will investigate it. We are currently looking at introducing a twilight shift so that during early evening when it is busy would have an additional team member on duty to assist our residents. A redecoration plan is currently being devised now we have a maintenance assistant trained and working alongside the maintenance manager full time. The corridors including all door frames are in need of a repaint and we have plans to address this over the forthcoming months.
  All local leaflets now removed from the entrance porch and this is checked daily to ensure the fire notice is visible at all times.
  Food & Dining is one of our 'Signature' Elements & lots of work goes into the design on seasonal menus including feedback from residents, all meals are cooked to a recipe card to ensure consistency etc. I'd also highlight that we have a Regional 'Craft' Chef Manager who is highly trained in modified diets & works closely with our Catering Teams to provide training & support in this area and we pride ourselves on the quality & presentation of modified diets. However, we take on board the

comments made by the residents & will ask for the Regional Chef Manager to revisit this area with the team to ensure that we are providing high quality meals across the menu.
Thank you for your feedback regarding observations around our décor in the home, as we are not a specialised service, we do not use coloured zones in the home however we do have a Memory box which is available for all our residents, this is situated in the Cinema room, this may have not been used on the day of your visit." - Nick Hall, Lawton Manor, Church Lawton (June 2018)

- "*Action points –*
    - *The second toilet has now had the bin moved within the toilet so enabling wheelchair user's access.*
    - *On-line newsletter to be updated as soon as possible.*
    - *Community Links to be developed with Macclesfield College.*" - Sarah Rodger, Park Mount Care Home (April 2018)

Enter and View Visits in Cheshire West and Chester - April 2017-November 2018

At the time of writing the report, there were 79 Care Homes registered in Cheshire West and Chester. From April 2017 to November 2018 Healthwatch Cheshire West undertook 43 Care Home Enter and View Visits.

Healthwatch Cheshire West received feedback from managers of 18 Care Homes who had received Enter and View Reports about their experience of the Enter and View process and visit, a response rate of 42%. All responses received were very positive about the Home's experience of both the visit and the quality of the report. These comments include:

- "*I was happy with the arrangements prior to the visit. We were informed via A4 letter which was displayed on residents and visitors notice board in ample time prior to the unannounced visit. Staff and residents felt very happy with the visit and all stated that it was friendly and unobtrusive. We felt that the visit was professional and helpful.*" - Denise Carmichael, Hartford Hey Care Home (November 2018)

- "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." - Sarah Turner, Heathercliffe Care Home (July 2018)

- "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, Hinderton Mount Care Home (June 2018)

- "The report is accurate and nice to read. Many thanks to you and your team for your time." - Suzanne Owen, Iddenshall Hall & Beeston View Care Home (September 2018)

Key findings and impact from Enter and View Reports

Prior to publication and distribution of Care Home Enter and View Reports, providers are given the opportunity to comment on and provide feedback on the report.

These responses have included undertakings and commitments to carry out most, if not all of our recommendations.

These recommendations have included:

- Improvements to the interior décor in 19 cases. Acted on by 8 Care Homes
- Improved and/or more varied activities in 13 cases. Acted on by 2 Care Homes
- Closer links with the local community in 13 cases. Acted on by 2 Care Homes

- Improvements to the gardens for the benefits of the residents in 7 cases. Acted on by 0 Care Homes
- Additional training for staff in 4 cases. Acted on by 2 care homes
- Improvements to meals in terms of variety and choice in 5 cases. Acted on by 1 Care Home
- Staff not wearing uniforms and badges in 1 case. Acted on by 1 Care Home.

Note that a single Care Home may have received several recommendations and produced several responses.

Below is a sample of the feedback and comments we have received from Cheshire West and Chester Care Homes who have received Enter and View visits and reports:

Response to recommendations:

- *"We do not, as noticed, use the large main front door to the building for entrance. The reason for this is that we currently have 3 authorised Dols (Deprivation of Liberty Safeguards) in situ. The door is alarmed so that if anybody opens it from the inside the alarm goes off. The main door is also used for evacuation in the event of a fire and must not be locked - hence the door alarm. The front door at the side of the building has a coded access which family members, health visitors and residents have access to. With regards to the comments regarding encouraging local schools to visit - We always do try to work closely with the schools and every year we take a student for work placement. The year before last we had the young school children in singing and chatting with the residents, but last year and this year we haven't had much success with this as there is so much involved from the school's point of view re risk assessments and paperwork involved etc. We are hoping that Neston Primary school will agree to bring the children's choir before Christmas to entertain the residents".* - Denise Carmichael, Hartford Hey Care Home (November 2018)

- *"Staff said they enjoyed interacting with your representatives and felt able to promote Mayfields and the high standard of care they deliver. Planned Actions:*
  - *Staff identification board to be replaced and relocated to the main foyer for the benefit of the residents.*
  - *Examples from your visit shared at staff meetings to highlight both good practice and educate on compliance type visits.*

  We will also be contacting our Marketing Department to discuss our online profile name to ensure users are locating the correct service. As Home Manager I would have liked to have been present but understand that the visits are unannounced". - Sue Neill, Mayfields Care Home (November 2018)

- *"We were very happy with the arrangements/requests prior to the visit. We welcome any feedback or advice given and I feel that these visits are very important as to ensure that all needs are being met for the residents. We were happy with the report content".* - Joy White, Wealstone Care Home (October 2018)

- *We were happy with the arrangements prior to the visit. We were informed by letter and leaflets to display to inform our residents and families about your visit and who you are. Representatives: The staff commented on how professional you were. They felt relaxed and able to answer your questions without pressure. You appeared very friendly and helpful.*
  From the report:

- *Badges: these are for discussion at the next staff meeting as some have been damaged in the wash etc. and some staff have expressed concerns with regard to privacy and data protection.*
- *Hand sanitisers: are usually available in the foyer and at the nurse desk. These will be replenished asap.*
- *Fresh flowers in the hall way are normally on display, and replenished at the beginning of each week. Again, display board with staff names and photographs will be discussed at the next staff meeting due to personal information and data protection issues. I don't think anything could be changed.*

It was a pleasure having you visit our home and some suggestions appeared to be very good and we will be pursuing community involvement." - Sharon Evans, Weatherstones House Care Home (August 2018)