Enter and View Report

Newton Hall Residential Home

Care Home Contact Details:
Julia Adamson
Newton Hall
Kingsley Road
Frodsham
WA6 6YD

Date of Visit: 13 August 2019
Time of Visit: 10.00 a.m.

Healthwatch Cheshire Authorised Representatives (ARs):
Chris Banfi, Andrew Pleass

Newton Hall Staff Present:
Julia Adamson – Registered 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.

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1. Description & Nature of Service

Group: Springcare Ltd

Person in charge: Julia Adamson (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 34 Service Users

Registered Care Categories*: Dementia • Old Age

Specialist Care Categories: Alzheimer's

Admission Information: Ages from 69 to 95.

Single Rooms: 32

Shared Rooms: 1

Rooms with ensuite WC: 15

Fees information:

Price on Application

Facilities & Services: Day Care • Respite Care • Physiotherapy • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Smoking not permitted • Near Public Transport • Minibus or other transport • Lift • Stairlift •

Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room

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 ARs 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 ARs were met by a member of the care team, who asked us to sign the visitor's book whilst she notified the care home manager, Julia Adamson, of our arrival. The manager did not recall having received the Healthwatch visit pre-notification letter, a copy of which we provided, but was nevertheless welcoming and open. She led us to an upstairs room, offered a drink and was happy to answer any questions we had.

6. Methodology

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

- 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

• Clean and relaxing atmosphere
• Staff interacting well with residents
• Bright and airy rooms
• Many clients interacting with each other
• Healthwatch ARs engaged with several residents, members of staff and one visiting relative

8. Detailed Findings

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

Newton Hall is located on the main road between Kingsley and Frodsham. There are no shops in the immediate vicinity but they would be easily accessible by car.
Signage for the home can be easily seen from the road. There is plenty of off road parking.

The grounds looked well maintained. There is a secure garden for residents' use.
At the time of the visit, there had just been a summer fair at the home. There was a gazebo in place and a "Springcare" refreshment van which had been used to help raise funds. The fair had been very successful. Springcare arranges maintenance at the home. Julia told us she feels well supported by the management.

8.2 Initial impressions (from a visitor's perspective on entering the home)

We were warmly welcomed when we entered the home and invited to write in the visitors' book. Julia Adamson, manager, came to meet us and took us up to a quiet lounge for a chat. The entrance hall was bright and clean and residents seemed happily engaged in chatting with each other or engaging with staff.
Relevant notices were evident in the area, and there was evidence of past and future activities.

Julia told us she was now the registered manager. She had worked at Newton Hall as manager in previous years, and was asked to return in November last year. She was happy to return and greet staff who had worked at the home since she was last there.

8.3 Facilities for and involvement with family/friends

There are a number of seating areas for residents so that they can choose to have company or have some quiet time. The seating is arranged in such a way as to encourage interaction. There are enough lounges for relatives to have a private visit if they want. Julia told us that relatives are welcome any time. The relatives we spoke to were very happy with the service and said they were always made to feel welcome.

8.4 <u>Internal physical environment</u>

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

Newton Hall has been recently redecorated. The rooms look clean and fresh and the flooring is also new and well maintained. There are large pictures on the walls which are relevant to the earlier interests of the residents, such as film stars. The furniture seems clean and comfortable and arranged informally.

There is a large attractive cage in one of the lounges which houses a cockatoo, donated by the family of a previous resident, and appreciated by all.

The dining room was pleasantly decorated with a patio door through to the garden. Bunting from the summer fair was still in place.

8.4.2 Freshness, cleanliness/hygiene & cross infection measures

Bathrooms and toilets that we saw were clean and fresh and measures to avoid cross infection were in place.

8.4.3 Suitability of design to meet needs of residents

Newton Hall is on two floors but there is no distinction between the two in terms of the physical or mental capacity of the residents. Most residents who have rooms upstairs choose to come downstairs in the day to interact with their friends and fellow residents. Those that wish to stay in their rooms can do so. They can choose to bring their own furniture to the home and the rooms we saw looked clean and safe and designed to meet the needs of the residents. There are patio doors to the garden, and there are two wheelchairs for use by those wish to go outside with help

Bedrooms are decorated and furnished to a good standard. Approximately half are en-suite with WC

8.5 <u>Staff support skills & interaction</u>

8.5.1 Staff appearance/presentation

Staff appeared tidy and smart. Each wore a different colour of uniform depending on their role. The senior staff wore a purple tabard. This enables residents and their visitors to know at a glance the roles of the staff. Although there are two vacancies at present - admin and night staff, Julia told us that there are always plenty of staff available. If possible, staff like to sit and chat with residents in the afternoons when it is a bit quieter. Staff also enjoy dancing with residents during birthday parties and special occasions. If necessary, Springcare has its own bank of temporary staff called “Paramount.” Julia told us she felt it important to use staff who are familiar with the home and its residents. All staff must have level 2 NVQ and are encouraged to continue their training while with them.

8.5.2 Affording dignity and respect/Approach to care giving

We saw staff interacting well with residents, approaching them with respect. We witnessed a resident being encouraged to use a stand aid. Plenty of time was allowed for the transfer from the chair to a wheelchair using the stand aid. (Julia advised us that no resident needed a hoist at present.) Staff were obviously familiar with residents and enjoyed chatting with them. There was plenty of friendly banter.

8.5.3 Effective communications – alternative systems and accessible information

Staff seemed to ensure that residents understood them and waited for an appropriate response. There are regular residents' meetings and there have been a series of surveys of service users, their families, staff and professionals so that all parties are listened to. The activities coordinator asks residents what they would like to do, and ensures a range of things that will appeal to everybody. Staff are aware that some residents may struggle to express their preferences, and give them lots of support. They offer a visual choice between two different plates of food at mealtimes so the service user can make an informed decision, and use the red plate system to help residents with dementia while eating.

8.6 Physical welfare

8.6.1 Appearance, dress & hygiene

All residents were smartly dressed when we visited at 10am. Ladies looked well colour coordinated and care had obviously been taken over their clothes choice. A hairdresser attends once a week. There are plenty of facilities downstairs so residents' needs can be taken care of in a dignified and regular fashion. Julia told us that residents were prompted to use the facilities rather than be told, ensuring their dignity and respect.

8.6.2 Nutrition/ mealtimes and hydration

The dining room looked attractive and well laid out when we visited. There is a large clock face and the room was nicely decorated with paper hearts and bunting. Residents were happy with the meals they received. Relatives we spoke to were also happy with the standard of food that was available. There is choice at mealtimes with other food being available if necessary. Residents enjoy cakes on a regular basis.

The main dining room is clean, bright and spacious

The main entrance door displays a food hygiene rating of 4, but the manager informed us that the kitchen has recently been refurbished and is hopeful of the home being awarded a 5 at the next annual inspection.

8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities

Most residents use the local GP who visits weekly and a chiropodist also visits regularly. District nurses visit when necessary. Julia told us of one resident whose daughters thought the ulcers on her legs would never heal. However, with good nutrition and care, and regular repositioning, she has now not only completely healed, but has put on 9 kilos and is more alert. She now goes out on the minibus. The daughters are very happy and grateful.

There is good communication if residents have to go to hospital, although on a few occasions the DNARs have not come back which then have to be replaced. This is a problem because the ones they send to hospital have to be originals, not copies.

Residents are encouraged to get out and about and all but a few join in activities, which promotes good physical and mental health. The Wednesday exercise classes and Friday dance sessions also help with well-being.

8.7 <u>Social, emotional and cultural welfare</u>

8.7.1 Personalisation & personal possessions

Residents are able to take their own furniture to Newton Hall. They are encouraged to make their own choices over food, activities and appearance. We felt that the staff enjoyed the individual character of each resident and knew them well.

Personal memory boxes are located next to resident bedroom doors

8.7.2 Choice, control & identity

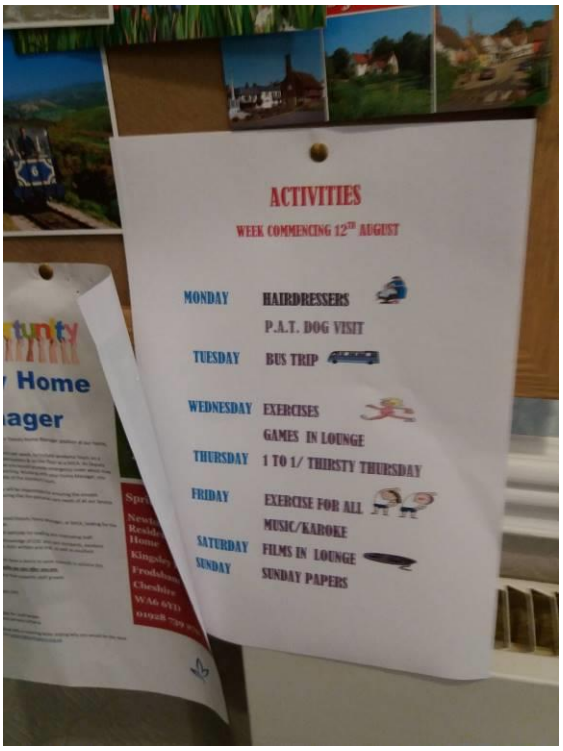
Newton Hall is a non-smoking care home so is unable to take potential residents who smoke. As all current residents exhibit symptoms of dementia to a greater or lesser extent, their capacity for independence is limited, but it was evident that staff treat them all as individuals.

8.7.3 Feeling safe and able to raise concerns/complaints

Residents we spoke with gave every indication of feeling safe and comfortable. Complaints procedures were in place and Julia is very approachable and quick to sort out any problems. As many of the residents and staff are from the local area, Julia told us "there is a community feel. Residents see a familiar face and feel safe."

8.7.4 Structured and unstructured activities/stimulation

We met Jane the activities coordinator who showed great passion for her job. She had recently organised the summer fair and was pleased with its success. They had raised a significant sum which would be spent on the residents and their comfort. In the past they have bought garden furniture with such funds. The residents go on lots of trips, locally and further afield, using the Springcare minibus. They have been to Llangollen, Chester, on a canal boat trip, and locally to Lady Heyes and the Shire horses. They try and accommodate as many residents as they can. They will also organise 1:1 trips if necessary.



Example of typical planned weekly activities

In-house activities include quizzes - one resident told me she loved these - PAT dogs, sandwich making and visits from local schools and scouts. There are armchair exercises each Wednesday organised by a resident's daughter and her friend, and "Thirsty Thursday" when they have non-alcoholic cocktails and smoothies. While some residents join in others will just enjoy watching. "To see them smile is enough for me," Jane told us.

Postcards sent in response to the Facebook project set up by the activities coordinator (see text below)

Jane has set up a Facebook page for the home. Through this she has set up a postcard activity for Facebook "friends" to send cards from their holidays or which children have made specially for the residents. They now have a large number of cards which they can use to stimulate conversation and further activities. Jane told us she enjoyed her role but could sometimes do with help to initiate

an activity because it can be difficult to retain some residents while she goes to encourage others to join in! The mobile library also visits the home.

8.7.5 Cultural religious/spiritual needs

Local clergy from the different church denominations visit Newton Hall regularly.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment

There is an enclosed, spacious, largely level garden to the rear and side of Newton Hall which can easily be accessed from the dining room and lounge. This has areas of comfortable seating, planting and on the day of our visit, still retained gazebos from the previous weekend's Summer Fayre.

Well-maintained, easily-accessible, level gardens

9. Additional Areas of observation

9.1 Comparisons of observations against providers website

Newton Hall has a dedicated page on the Springcare group website, which lists key information on services provided. It also provides links to a downloadable brochure, recent newsletters, and the latest CQC report and lists current job vacancies. It does however need to be updated with the name of the current home manager.

9.2 Comparisons with previous Healthwatch Visit(s) where applicable

Previously visited in June 2017 when there were no issues.

9.3 Comparisons with the most recent CQC report

The two items of reference in the "good" CQC report have been resolved: There is now a new fridge for medication and medication management is up to date.

9.4 Other observations/findings of note

The atmosphere at Newton Hall is happy and active. The staff work well as a team, giving each other lifts to work and supporting each other. This is encouraged and appreciated by the manager, Julia, who mentioned that staff were happy to use their own time to come to the summer fair to relax and spend time with the residents. A family visitor told me that Newton Hall was "absolutely splendid." His sister in law, who had been there for four years, was "always clean and tidy". He said "the atmosphere was good, that she enjoys the food, and there is very rarely a problem."

10. Recommendations

• Investigate possibility of enlisting additional help for activities coordinator to initiate particular activities
• Update Newton Hall website page with name of current manager and delete job vacancy adverts which have since been filled

11. Service Provider Response

Feedback from Provider of Service
The website has been changed to reflect the manager's name, and the company do refresh all job vacancies. **The Activities Coordinator Jane has just attended a dementia friend session with the Cheshire partnership and also joined other co-ordinates within the group to share ideas.**