Enter and View Report
Whetstone Hey Care Home

Care Home Contact Details:
Whetstone Hey Care Home – Minster Care Group
Old Chester Road
Great Sutton
Ellesmere Port
CH66 3JX

Date of Visit: 21st January 2020. Time of Visit: 2.00pm
Healthwatch Cheshire Authorised Representatives:
Jon Roberts and Rhiannon Wilson
Staff Present: Lorraine Hicklin, 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
Details of home **Group:** Minster Care Group **Person in charge:** Lorraine Hicklin (Manager) **Local Authority / Social Services:** Cheshire West and Chester Council **Type of Service:** Care Home only (Residential Care) – Privately Owned, Registered for a maximum of 42 Service Users **Registered Care Categories*:** Early Onset Dementia • Old Age • **Admission Information:** Ages 55+. **Single Rooms:** 40 **Shared Rooms:** 1 **Rooms with ensuite WC:** 2 **Facilities & Services:** Day Care • Respite Care • Convalescent Care • Own GP if required • Own Furniture if required • Pets by arrangement • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Television point in own room • Residents Internet Access **Latest CQC Report:** 23rd August 2019.
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 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

Whetstone Hey is an older purpose-built Residential Establishment, and is a two-storey building offering 41 bedrooms, of which presently there are 10 vacancies.

The Establishment is now Registered with Minster Care Group and is located in a residential area of Great Sutton. The area Manager for Minster visits monthly.

There is currently a staffing structure of 43 staff which includes Care Team Leaders, Seniors, Carers, Domestic /Kitchen Staff and Handyman.

6. Methodology

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

- Whetstone Hey is an older, purpose-built Residential Establishment, and is a two-storey building offering 41 bedrooms, of which presently there are 10 vacancies.
- The Care Home is situated in Great Sutton a village of Ellesmere Port. with access by public transport and car parking nearby.

- Initial impressions are of an older building with some modernisation having taken place inside. Staff were friendly and attentive on reception.

8. Detailed Findings

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

The care home is located off a main road network in Great Sutton, Ellesmere Port. The building is set back from the road, it is clearly signed and access to the reception area is from the front and rear of the building. There is a car park available, this has parking for 8-10 cars, however, none of the spaces are specifically designated for disabled access or visitors. There is a public car park adjacent to the front of the building which includes accessible parking bays.

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

On first impressions, the exterior of the building does appear dated, however, concerted efforts have been made in the reception area and in spaces throughout to modernise the interior. The building entrance is clearly signed. Access to the building was provided by a short accessible pathway, however, there was no automatic door on entry. Representatives were greeted by staff who allowed us entry after we had presented our ID badges. There is a clean, modern and welcoming reception area, which included a community notice board providing documentation such as the visitors book, Review literature, Staff survey and activities offered to residents. The entranceway was bright and clean, with modern décor and was pleasant smelling.
We received a warm welcome from the Manager who was very happy to arrange for us to be given a tour around the home to talk to staff and residents and to arrange time to answer any questions we had about our observations.

8.3 Facilities for and involvement with family/friends

There is open access to relatives within reasonable hours. No separate relatives' rooms exist; however, relatives are welcome to stay in residents' bedrooms on request. On entry to the home there is a large lounge and dining area, which has recently been refurbished in a pleasant and modern style. This appears to be the one of the main hubs of the home; however, there are several TV lounges and dining rooms throughout.

8.4 Internal physical environment

All areas, bedrooms and social areas were clean and well lit. Some areas had benefitted from recent refurbishment and redecoration, primarily by the staff and registered manager, due to budget restrictions. However, some still required attention, of which the staff and manager were aware and had future plans to redecorate. The corridors with bedrooms/bathrooms and toilets off on both the ground and first floor were extensive and could be confusing. There did not appear to be any distinguishing features from one area to another. There was a staff office on the first floor with a lockable door which held Medication cabinets which were lockable.

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

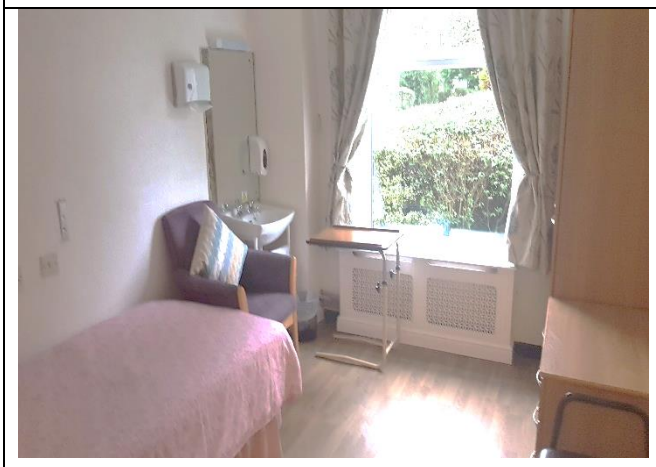
The care home appeared well-lit, warm and cosy. The vast majority of floor surfaces were laminated and all were free from trip-hazards.

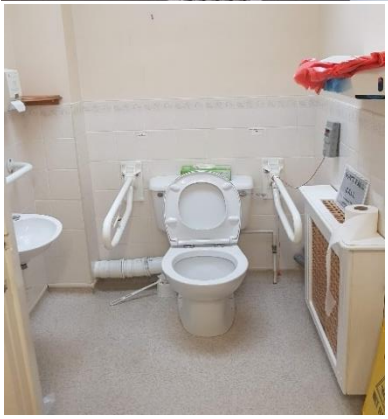
8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The premises felt clean and homely, all furniture was in good condition and all rooms were well presented and cared for.

8.4.3 Suitability of design to meet needs of residents

Bedrooms were situated throughout both floors of the home. A modern lift was available for residents whose bedrooms were on the first floor. The bedrooms observed were all decorated in a neutral style allowing for some personalisation of personal belongings and ornaments. Each bedroom door included a personalised name plate. Rooms were of a fair size and had wheelchair access and call buttons for residents' use and peace of mind. Each floor had a number of accessible toilets, bathrooms and showers, all spacious and well-lit and including a number of accessibility aids. Corridors included handrails throughout.





8.5 Staff support skills & interaction

All staff that we were introduced to during the tour were very helpful with our questions regarding the home. A number of staff were observed interacting with the residents, knew them all by name and socialised freely. Some staff however, did appear a little preoccupied during our visit and did not interact readily with either our representatives or passing residents.

8.5.1 Staff appearance/presentation

Staff were easily recognisable, all wearing blue or white polo shirts. Our representatives were greeted upon arrival at the reception door and directed to the Manager who offered us a tour of the home and were also happy to allow us to view the home unaccompanied.

8.5.3 Effective communications – alternative systems and accessible information
We found that one lounge within the home included a hearing loop for residents who needed it, a television in one of the smaller lounges we passed showed subtitles as the residents were viewing. The activities timetables we viewed around the home, though colourful and eye-catching, were written and displayed in a variety of different colours and font sizes, a staff member told us that printing facilities in the home were not always adequate to create more balanced, engaging and more accessible, printed timetables. Food menus were also in smaller fonts, although staff told us that they routinely assisted residents with making their meal choices.
8.6 Physical Welfare
8.6.1 Appearance, dress & hygiene
All residents we met were suitably attired. Hygiene appeared good with clean bathrooms and a good ratio of staff to tend to resident's needs. Viewing the laundry room and speaking to the staff there, we found that residents' clothing within the home is individually identifiable by labels, washed and stored/returned to residents in labelled washing baskets.
8.6.2 Nutrition/mealtimes and hydration
We met the home's Chef who acknowledged the menu's choice, which was good, and the establishment's use of local veg and produce. Staff told us that the nutritional needs of residents with intolerances and allergies was well noted and taken care of by the kitchen team. Residents were given meal choice via table menus and could pre-select meals from the Chef if they wanted to. Themed nights were also a regular occurrence.
8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities
The Officer in Charge and other senior staff completed the Home visit and resident needs assessment for suitability prior to being admitted to live at Whetstone Hey. A Keyworker role was in place to support residents. The offer is Residential Care and not Nursing Care. There was a staff office on the first floor with a lockable door which held Medication cabinets, which were also lockable. GP Practice is the building next door and Residents are able to keep own GP or register with the local practice. GP practice visits are on request only, however, District Nurses are regular visitors. A holistic therapist visits the home on a weekly basis. A chiropodist visits upon arrangement. These services are charged as used. The home's lounge has a hearing loop installed to help those with hearing difficulties.
8.7 Social, emotional and cultural welfare
8.7.1 Personalisation & personal possessions
Residents were encouraged to have their own personal belongings and the rooms were decorated to personal taste and interests and were very pleasant and homely.
8.7.2 Choice, control & identity
There is a regular timetable of activities at the home which is set by staff and the Activities Coordinator, however, residents are given the choice as to what activities they undertake dependent on their preferences and how they feel on any given day.

8.7.4 Structured and unstructured activities/stimulation

We discussed with the Manager the role of Activities Coordinator, which had been vacant for some time prior to the current hiring. It was clear this had led to a loss of confidence or interest among residents regarding outings. There was almost an acceptance of this by some staff, and the opinion that residents were more likely to engage with visits from external community groups to the home than to take outings was evident. The home appears to have good community involvement with visits from local Schools, charities, Diocese, Guides and Beaver clubs.

Residents and Relatives meetings are every three months, which we felt to improve residents' interest in aspects of activities in and out of the home needed to be monthly. Also, improved invitations to relatives may increase their involvement in meetings, as staff felt relatives rarely attended.
There is no establishment transport but taxis, mini buses or public transport are used as appropriate.

We spoke to the Activities Coordinator, Jackie Cameron, who prior to her present role had worked in a pharmacy, but clearly acknowledged how she preferred her present role. She clearly was endeavouring to improve the activities calendar with a wide range of internal activities such as bingo, therapy dog visits, singing and movie nights. Jackie was also making efforts to address the frequency of outings among residents by working one to one and in smaller groups to gain traction, which we were able to see and discussed her proactive approach to involving both staff and residents with the variety and choice of activities she had implemented since being in post.

8.7.5 Cultural, religious/spiritual needs

The home holds services for a number of denominations and arranges visits where required to outside services.

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

Whetstone Hey use contractors for the gardens outside which were in reasonably good order. Also, outside was a smoking area for Staff and Residents and areas for residents to grow flowers and herbs.

9. Observations

9.1 Elements of observed/reported good practice

There is a good balance to the atmosphere and living environment of the home with busy, lively central areas but also smaller, quieter lounges within the vicinity of most bedrooms.

There is a large array of activities and services on offer to residents at the home, although we were told that engagement outside the home by residents has been slow on the up-take; the efforts of the staff and Activities Coordinator to provide activities is recognisable.

The care home has included space for residents to have visiting hairdressers and barbers, who come to the home twice a week.

9.2 Other observations/findings of note applicable
Not applicable.
10. Comparisons
10.1 Comparisons of observations against providers website
• **The regularity of resident's outings has been somewhat reserved recently; the website lists these as a regular occurrence.** • **The website lists 'Pat-a-dog visits' as a future event; these are now underway and a regular occurrence at the home.**
10.2 Comparisons with previous Healthwatch visit(s) where applicable
Not applicable.
11. Recommendations
• Increase regularity of residents and relatives' committees to once monthly, rather than quarterly, to encourage take up and involvement of residents with outside activities and engagements. • Address accessibility and printing resources within the home in order to create improved Activities Timetables. • Consider reprinting of food menus within the home for larger print sizes.

Feedback from Provider of Service
At the time of publication no feedback was received from the provider.