healthwatch Cheshire West

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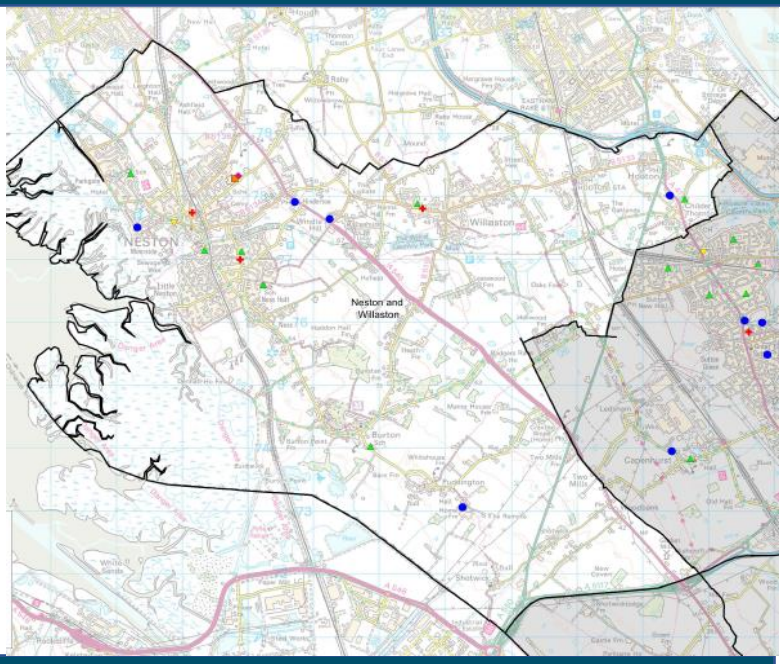
Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus (COVID-19) Pandemic

Neston and Willaston

November 2020 - March 2021



Introduction

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England. As part of our core activity we seek the views and experiences of residents of Cheshire East, and Cheshire West and Chester to help inform how health, care and wellbeing services are delivered. 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 strive to ensure that the government put people at the heart of care nationally.

One way we would normally do this would be to undertake our statutory function of Enter and View. More information on Enter and View and all of our previous reports can be found on the Healthwatch Cheshire East and Healthwatch Cheshire West websites. The COVID-19 pandemic has meant that we have been unable to conduct this regular activity since March 2020, and being unable to visit care homes and experience them first-hand during this period means that our ability to gain views and experiences has been reduced.

To maintain our connection and to enable us to continue gathering opinions across Cheshire we developed two questionnaires to gain the views of those living in care homes, and care homes with nursing, and their experiences of care during the COVID-19 pandemic, and also of their friends and relatives. We encouraged Care Home staff to provide their comments using our online Feedback Centre:

www.healthwatchcheshireeast.org.uk

www.healthwatchcwac.org.uk

We received input from relatives of care home residents and family members, NHS Cheshire CCG and Local Authority commissioners, and Care Home managers in designing these questionnaires. Paper copies of questionnaires were hand delivered to 138 Care Homes across Cheshire and completed versions were collected by Healthwatch Cheshire staff. These included links to online versions of the questionnaires, which Care Homes shared with residents and their friends and relatives.

We know and appreciate how difficult a period this has been for people living and working in Care Homes, and their friends and families, with changes to the way things have been happening on an almost daily basis and restrictions on visiting having to be put in place. We would like to say a big thank you to everybody who has taken the time to respond to these questionnaires, as well as to Care Home staff for their support in ensuring access to the surveys and in assisting people to respond.

Results

In total we received 829 responses to our surveys relating to 102 Care Homes across Cheshire (457 relating to 57 Care Homes in Cheshire East and 356 relating to 45 Care Homes in Cheshire West and Chester). The following is the findings split by individual Care Home of our two questionnaires from residents of Care Homes and their friends and family in the Neston and Willaston Community. In total this consists of 35 responses from Care Home residents and 17 responses from friends and relatives. 5 Care Homes in Neston and Willaston were invited to support our questionnaires, of which we received responses from the below 3 residential Care Homes and 2 Care Homes with Nursing:

Care Home	Responses
Hartford Hey	✓
Hinderton Mount	✓
Plessington Court	✓
The Chapel House	✓
Weatherstones	✓

You can view the reports of each individual Care Home using the links below:

https://healthwatchcwac.org.uk/what-we-do/enter-and-view/care-home-surveys/

These reports will be shared with the Integrated Care Partnership, Local Authority commissioners, Care Community leads, NHS Clinical Commissioning Group, voluntary and community organisations, and published on our website.

Thank you for taking the time to read these reports. We will continue to provide up to date information to partners and publish further reports on our websites. You can read our reports on what people across Cheshire have told us about their experiences by visiting our website:

www.healthwatchcheshire.org.uk

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