



**Oakmeadow Community
Support Centre**

Widnes

4th December 2015



ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank the staff and residents at Oakmeadow for their time and consideration during our visit.

WHAT IS ENTER & VIEW

People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

VISIT DETAILS

Details	
Name of care centre:	Oakmeadow Community Support Centre
Address:	Peelhouse Lane Widnes, Cheshire WA8 6TJ
Telephone number:	0151 424 9185
Email address:	
Name of registered provider(s):	Halton Borough Council
Name of registered manager (if applicable)	Lynne Moss / Helen Moir
Type of registration:	Intermediate Care
Number of places registered:	19

The Enter and View visit was conducted on 4th December 2015 from 10.00am to 12.00pm

The Healthwatch Halton Enter and View Authorised Visitors were:

- Susan Ellison
- Susan Parkinson
- Irene Bramwell

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

OBSERVATIONS

Oakmeadow Community Support Centre (the Centre) is situated off Peelhouse Lane, Widnes, which is a busy location and within walking distance of a wide range of local amenities. Signage for the home is visible from the main road. It has a large car park which includes clearly marked disabled spaces and an ambulance parking space. The exterior of the Centre was clean and well maintained.

The entrance to the Centre was clean with soft furnishings and fresh flowers the team introduced themselves to the receptionist and signed the visitor's book. The visiting team were pleased to note that a Healthwatch Halton feedback stand was on display with feedback forms and free post envelopes. There were Healthwatch Halton Hospital Discharge Surveys available for residents, staff and visitors to complete if they wanted to comment on a resident's experience of hospital discharge.

The latest home registration and quality assurance certificates were also on display. The team noted that a comment box was available for resident's family or friends to feedback their experiences of the care centre to the provider.

The receptionist welcomed the team and we were shortly joined by Helen Moir the Divisional Manager for Independent Living Services. The visiting team introduced themselves and explained the purpose of the visit. Helen explained that unfortunately, both the manager and deputy manager of the Centre were unavailable due to unforeseen circumstances, but she was happy to take the lead during the visit.

We went into the manager's office located on the upper floor where Helen explained the role of intermediate care and re-ablement. We were told that the centre provides a short-term, time limited intervention, with the aim being to support people to regain or retain their former level of independence following a period of illness, operation or a fall.

Helen said that whilst the majority of residents do regain their independence sufficiently to return home, there are occasions when residents need to be placed in residential care. Helen felt the service works extremely well as it is a multi-disciplinary approach to care, including the Rapid Access Rehabilitation Service (RARS) working with individuals who are being discharged from hospital, to their own homes or rehabilitation beds in Oakmeadow.

The RARS team includes Nurses, Occupational Therapists, Dieticians Physiotherapists and social care staff. Residents are assessed prior to admission to identify their medical and social care needs and to formulate individual care plans. These plans are reviewed regularly to provide the appropriate programme of personalised care and rehabilitation activities.

During discussions the team enquired about the residents' access to GP services, and were told that the home has the service of a GP who regularly visits the centre, to review medication and look after the medical needs of residents in general. Other primary care services include chiropody, hearing aid and physiotherapy services.

The centre has a low turnover of staff and all staff undertake mandatory training and all caring staff are trained to NVQ level 2. Training includes safeguarding; first aid training; mental capacity and Deprivation of Liberty Safeguarding (DoLs) and staff are aware of local safeguarding policies and procedures.

We explained that Healthwatch Halton is currently undertaking a survey on the discharge of older people from hospital. Helen explained that the Centre provides a person-centred approach to discharge. Prior to discharge, residents are assessed in their own homes to identify risks and to ensure that they can cope in their own home environments. Helen gave an example of a resident being identified at risk of social isolation on discharge from the Centre so the staff contacted the Sure Start to Later Life service, who now provide a service to the resident to reduce the risk of loneliness and isolation.

On enquiring about the complaints procedure, we were told that residents are given a welcome pack on arrival, which includes a copy of the complaints procedure. The Centre has an open door approach for residents and families wishing to discuss any aspect of the care received at the Centre, and that there are no set times for visiting.

The Centre has 19 individual en-suite bedrooms although residents have the choice of having a bath when they wish, as adapted baths are available. A hairdresser visits the Centre once a week and a laundry service is on site, located on the lower floor of the building. Residents' rooms are furnished with a television that allows them to select individual programme choices. However, as Helen pointed out that this can impact on the number of people socialising in the communal lounge during the evening, staff would prefer that residents socialised with each other during their stay at the Centre.

The Centre employs a social coordinator to engage residents in activities. There is a notice board detailing the activities available. The range of activities include a rehabilitation kitchen; breakfast club; cake baking; crafts and Tai Chi in summer months. Daily newspapers and books are available for residents to read. The Centre enjoys a good relationship with choirs and other entertainers who visit the home to engage with residents.

We asked about pets being allowed into the Centre and were told that whilst residents cannot bring their pets to stay with them during their stay at the home, visitors can bring pets owned by residents to visit. This helps to reassure a resident that their pet, which may be being looked after by a friend or relative, is well and this aids recovery.

Residents are assessed by a Dietician who identifies any additional requirements which may include food allergies, diabetes or the need for residents to have soft foods which are then documented in care plans and discussed by staff during shift handovers.

Following our discussions the visiting team were offered a tour of the building. The team noted that Oakmeadow was very warm, welcoming and friendly. The corridors leading to the various parts of the Centre were clutter free and wide for easy wheelchair access throughout and different coloured barriers in each quadrant to aid orientation. Temperatures were comfortable and all areas were odour free, however walls were in need

of painting, as they appeared dated, jaded and scuffed, but we were informed that refurbishment was planned.

The main dining room, located off a corridor near to the reception area, was spacious clean and uncluttered. At the time of the visit the dining tables were set ready for lunch and the team noted that the tables look bright, colourful and inviting. Helen told the team that residents are given options of food and can choose to eat their meals in the dining room or their own rooms.

The residents' bedrooms located on the lower floor are built around a quadrangle with a garden at its centre, which could be viewed from the communal corridor windows. The garden was accessible through the ground floor dining room. It appeared to be well maintained with level paths, seating and raised flower beds. A member of staff during the visit told a team member *'residents enjoy the garden during the summer when all the flowers are in bloom as it looks really lovely'*. (Appendix 1)

The smaller Ashleigh dining room on the lower floor, was occupied by a small group of residents who appeared happy, relaxed and were engaged in Christmas card making activities with staff members. Residents were happy to talk and told visiting team members that *"I think the staff are marvellous. Everyone is so kind."* And *"I do appreciate being cared for by the staff they are all really wonderful and helpful nothing is too much trouble."* *"These girls are so kind and helpful although I would like to do embroidery as an activity."*

Staff also talked with the team and comments included *"I find working here very rewarding."* *"I used to work permanent nights but I am now on a three shift pattern, I have worked here for 14 years and would not want to work anywhere else."* Throughout our visit we observed people being spoken to warmly and being treated with dignity and respect by staff.

Also during the visit we were able to speak to Day Care Centre users including wheelchair users based in a lounge on the lower floor. A lift is available to reach the different floor levels, including the reception area, and larger dining room. During discussions with Day Care service users we were told that some people dislike going to the Ashleigh dining area on the lower floor or to the large dining area on the upper floor, preferring to have lunch in the Day Care Centre lounge as they had difficulty in walking to the lift.

Discussions included the décor in the day care centre which some attendees felt needed up-dating with one person suggesting having a 1950 /60's themes to stimulate memories.

Day Care Service users were very positive about the service and told the visiting team *"I enjoy coming here it is better than sitting at home all day, you get to meet people and the staff are lovely here."* *I have been coming here for a while. I enjoy it, the staff are very good. I have done baking which I really enjoyed."* *"I volunteer here. I enjoy volunteering as I get a lot out of it, through helping others. We have some laughs, it is fun and helps everyone including me."*

Throughout the visit, we found staff, residents and day care attendees were happy to discuss the care provided at the centre, which was very positive. Residents appeared happy and cared for and interactions between residents and staff was calm friendly and dignified.

Prior to leaving the home, a member of staff informed the visiting team that a Healthwatch Leaflet and Stamped Addressed Envelope would be placed in each resident's room.

At the end of the visit the team thanked the staff, residents, volunteers and attendees of day care services for answering all our questions and showing us around the home.

SUMMARY

Oakmeadow Community Care Centre provides a multi-disciplinary approach to care, which includes the RARS working with individuals who are being discharged from hospital, to their own homes or rehabilitation beds. The role of intermediate care and re-ablement provided at the centre is a short-term, time limited intervention, with the aim being to support people to regain or retain their former level of independence following a period of illness, operation or a fall.

Prior to admission residents are assessed to identify their medical and social care needs, to help formulate individual care plans. During rehabilitation residents have access to GP services and other primary care services, including chiropody, hearing aid services and physiotherapy. It appears that the centre has a low turnover of staff. All care staff are required to undertake mandatory training leading to a NVQ level 2. We were told that staff are aware of and adhere to local safeguarding policies and procedures including DoLS.

The Centre has 19 individual en-suite bedrooms with a television. Residents' bedrooms, located on the lower floor, are accessible by lift and built around a quadrangle with an accessible garden at its centre. Corridors leading to the various parts of the centre are wide for easy wheelchair access and temperatures were comfortable, all areas were odour free and a laundry service is on site.

The day care centre is also based in a lounge on the lower floor with a lift available to reach the different floor levels including the reception area and larger dining room. Some individuals would prefer to have lunch in the Day Care Centre. The décor in the day care centre was also highlighted by some individuals as in need of updating with one attendee suggested having a 1950 /60's theme to stimulate memories. Overall Day Care Service users were very positive about the service and the care provided. (Appendix 1)

Residents and Day-care users are encouraged to engage in activities to aid their recovery through a social coordinator. Whilst pets are not allowed to stay with residents, visitors can bring pets owned by residents to visit, which helps to reassure a resident that their pet is being looked after.

Prior to admission residents are assessed by a Dietician who identifies any additional requirements, which can include food allergies, diabetes or soft foods which are then documented in care plans and discussed by staff during shift handover.

The visiting team noted that Oakmeadow Community Care Centre was a warm welcoming and friendly environment, but is need of repainting as walls appeared jaded and scuffed. However, from speaking to residents this did not impact on the care provided by staff, as throughout the visit residents and day care service users appeared to be happy and well cared for.

RECOMMENDATIONS

- 1.** To engage with Healthwatch Halton when any important health or social care issues arise for staff or residents and encourage staff members, residents and visitors to complete the Healthwatch Halton feedback forms.
- 2.** We suggest that before redecoration of the room in which Day Care Services are delivered, attendees are provided with the opportunity to contribute to the themes and colours to be used in the décor.
- 3.** We suggest that the Manager/ Deputy Manager visit Ward B12 at Warrington and Halton Hospital Trust to explore ideas for décor as Ward B12 is a specialised Dementia Unit that incorporates dementia friendly décor.

APPENDIX 1

Staff Comments

- *'I find working here very rewarding, I love my job.'*
- *'I used to work permanent nights but I am now on a three shift pattern, I have worked here for 14 years and would not want to work anywhere else.'*
- *'Residents enjoy the garden during the summer when all the flowers are in bloom as it looks really lovely.'*

Residents and Day Care User Comments

- *'I think the staff are marvelous.'*
- *'Everyone is so kind.'*
- *'I do appreciate being cared for by the staff they are all really wonderful and helpful nothing is too much trouble.'*
- *'These girls are so kind and helpful.'*
- *'Nothing is too much trouble for the carers they really do help you. They will help you with anything.'*
- *'I enjoy coming here it is better than sitting at home all day. You get to meet people and the staff are lovely here.'*
- *'I have been coming here for a while I enjoy it.'*
- *'The staff are very good.'*
- *'I have done baking which I really enjoyed.'*
- *'I volunteer here. I enjoy volunteering, I get a lot out of it through helping others. We have some laughs, it is fun and helps everyone including me.'*

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