

Healthwatch Cheshire West Enter and View Report

Enter and View Visit to	Hartford Hey Memorial Road South Parkgate CH64 6U
Date	10 th February 2016
Authorised Representatives	Chris Banfi Pat Lott
Staff Present	Mrs Denise Carmichael (registered manager) and Miss Bridget Rowland (responsible person)
Background	Hartford Hey is in a pleasant location with pleasant views across to Wales. It is near to Neston with its shops and G.P. surgeries. The home can accommodate 28 residents but presently has 22. There are 22 single bedrooms and three double. Those with en-suites contain mainly a toilet and sink. Bathrooms and showers available on every floor. Mrs Denise Carmichael is now the registered manager. Healthwatch Cheshire West last visited this establishment in June 2014.
Overall Impression	Many of the recommendations of the recent CQC inspection have been fulfilled. The relatively new manager has put many audits and safety procedures into practice and there has been a real improvement in service.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • It is important to maintain the momentum that recent changes have led in development. • Staff seem pleased with the new management style and are happy to have responsibilities delegated to them. • A member of staff explained the benefits of the training she had recently undergone which made her, "Aware that their methods were outdated." She further commented, "We were due for Denise to come along." • Representatives feel that the owners have shown support for the new procedures and have committed themselves to continued improvement.

Environment

Facilities - The home has a choice of lounges as well as a conservatory, dining room, hair salon and extensive gardens. The rooms were bright and sunny, particularly the pleasant dining room, and the home is generally welcoming, clean and well maintained. There are shelves of donated books that are available for residents to use at any time. The rooms have been personalised by each resident. We were told that even though some of the rooms look cluttered, it was because the person wanted it that way. There were photos, nick-nacks and personalised furniture in the rooms we saw. This indicates a personal choice and involvement with planning the environment. Those rooms which are en suite contain a toilet and sink. There are also toilets at either end of

each floor and a bathroom with a hoist. The shower is over the bath. The bathrooms appeared clean and well organised and in line with current requirements for health and safety. There are still some toiletries visible in the communal bathrooms, which was mentioned in the CQC report, but a member of staff explained that staff knew whose it was and it would be unlikely that anyone else would use it. The bathrooms had liquid soap dispensers rather than blocks of soap. There are two fire evacuation practises a year and staff check fire alarms each week.

Food/Menus - There is a menu displayed on the wall so that residents can make informed choices about their meal times. Representatives understand that residents are asked the day before what they would like to eat but this can be changed at any time. Residents seem pleased with the choices and the standard of the food.

We were told that residents sat in the garden or in the conservatory in the summer months where tea and cakes are often served.

Laundry - The laundry was clean and well organized. Each resident has a named box for clean clothes. We were told that mostly relatives put name tapes in the clothes but that staff would also do this. The laundry worker returns laundry boxes to resident's rooms.

Health and Wellbeing

The home was very relaxed. There was obviously a good relationship between staff and residents. We observed staff behaving in a caring way which maintained the dignity of the residents. We were told by residents that the staff are, "*Nice little girls,*" and that they always came when they were needed. Management also told us that, "*They are a good staff.*" Some of the beds had been replaced with 'profiling beds' which have pressure mattresses and are more adjustable. Representatives were told that gradually all beds will be replaced and that this decision had been made simply to improve standards rather than as a matter of need.

Call bells - There were accessible call bells in each room. A member of staff showed us how they could call for help from colleagues if necessary. They employ a company to regularly check these bells and will come out to repair one immediately if necessary.

Medicines administration - Representatives understand that the deputy manager (DM), is responsible for the monthly audit of the medicines. She told us that to do this on a monthly basis was much better than a previous system that was used and that there is now little waste. The medicines are kept in locked cupboards in each room so that the medicines can be administered privately, so enhancing the dignity of the residents. This was implemented as a request from residents and some proof that residents are able to make decisions about their own care. The DM commented that she has found this system a big improvement.

There are no DoLs at present as many of the residents have mental capacity. Where a 'Power of Attorney' has been arranged the relevant original documents are now seen and copied. There is no nursing provision at the home and we were told that there are no significant problems with dementia. However, Denise, who is an experienced trainer, will be holding in-house training in March. There is a training matrix - used as a tool to ensure that all staff are up to date.

Staff wear uniforms but no name tags. There is a plan to display photographs of the staff to help with identification. Denise has introduced a system of delegation where the three team leaders are responsible for various aspects of health and safety. They complete their audits, which cover such things as medicines, falls, and infection control. They are then involved in monthly meetings with Denise when the information can be used to create an action plan which has a date for each action to be completed. Denise told us that she felt this system was working well. There are also monthly meetings which involve the service user, the team leader involved in their care and their allotted key worker.

Representatives saw the list that detailed who was responsible for each service user. We also saw visual charts for problems including falls, pressure areas and urinary tract infections which were on the notice board so that all staff can be aware of any recurring problems. Denise said that since this was introduced in December, this has helped reduce the incidents described. When we asked about falls, Denise said they could identify possible causes through such a use of key indicator sheets, and were able to significantly reduce them. We were told that they had introduced the use of pressure mats; for example, for people who might get out of bed during the night; so that staff could intervene quickly. One lady, who was identified as being at risk of falling, now uses a Zimmer frame and has a pressure mat in her room. Her mobility has improved.

Care - Key workers look after the personal care of their specific residents, and usually are involved with bathing, cream application etc. Any changes are recorded in the team leader's file and discussed at the regular meetings. This creates a more dignified and pleasant atmosphere for the residents. Each resident has a support plan which includes input from the resident and relatives if appropriate. This is updated regularly by their senior carer. These care plans are updated daily if necessary.

When visited by District Nurses, Denise found that because of the increased use of ipads it was becoming more difficult to share information. She has introduced a book which she has asked all visiting nurses to fill in so all staff can be aware of any changes in care information.

Denise told us that she has signed up Hartford Hey staff to be "Dignity Champions." They promise "Dignity with Care" and there is a ten point dignity challenge which is displayed in the home and all staff are on board with this philosophy. Denise commented that she is happy with the staffing levels at the moment. She explained that staff are happy to work overtime if necessary and that domestic staff who have been carers are happy to come back if necessary. They, therefore, don't need to use agency staff at present. Denise has also introduced a quarterly inspection of the building. The maintenance man, has an action book which is signed and dated when an action has been completed. We observed that the building seemed in good order and the grounds were well maintained. We were told that the owner, Mr Douglas Rowland is very supportive and if there are any problems he responds very quickly.

Activities and Community Links

Denise told us that they are in the process of completing a "life story" book for each resident. They are hoping to receive photos and relevant material from relatives. They will shortly be joined by a 3rd year student who is going to help with this project. They will also contain a record of activities for each resident.

At the moment care staff provides activities for the residents. Some prefer to stay in their rooms, but they are encouraged to join in. If someone prefers not to join in an activity, staff try to arrange a 1:1 session of that activity, such as Pilates.

Dogs are welcomed. We observed a visitor with a dog while we were there. The dogs owner said that residents enjoyed his visits. The atmosphere was calm and relaxed.

A new activities person has been appointed; they are waiting for references to be returned. Meanwhile activities that are available include old time music, quizzes, darts, dominoes and even a Wii video game. Smaller groups visit local places such as Ness Gardens.

A people carrier vehicle is available that can be used for small groups. Residents are also taken out on a one to one basis, to Parkgate, for instance. We did observe an activity planner on display.

The complaints book was accessible but Denise said that she had a good relationship with relatives and welcomed feedback.

Feedback

We spoke to staff who said the new management was, "*fantastic.*" There have been lots of changes but the staff have been involved with this and are happy with the progress that has been made. Whereas before, staff were aware of the needs of their residents, now their care plans are much more detailed and thorough.

Residents we spoke to were very happy with their care. They enjoyed visiting each other in their rooms.

Additional Comments

Denise told us that she stays late some nights to see the staff. She is involved in all areas and sometimes works on the floor. Her commitment is obvious and has produced excellent results.

Feedback from Provider of Service

This is the first time that I personally have had any input with Healthwatch with regards to monitoring standards and continuity. I found the visit to be very reassuring and helpful. It also gave me the opportunity as Manager to reflect on where we to date with our new systems and did actually generate new ideas. Both ladies who visited were extremely approachable and the day to day running of the home was not disrupted at all. They were knowledgeable and supportive.

I am very pleased with the report and confirm that it is an accurate record. I feel that there is always room for improvement and at Hartford Hey we are driven by this concept. Visits from CQC, Local Authority Inspectors and Healthwatch Cheshire West, all contribute to enabling us as a staff team to reflect on what we are doing and determine future goals.

At present I do not personally have any recommendations for future Enter and View visits, as the people involved were extremely professional and person centred in their approach.

- Denise Carmichael (Registered Manager) 23/02/2016