



## **Simonsfield Care Home**

Runcorn

31<sup>st</sup> March 2016

**Enter & View report**



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## ACKNOWLEDGEMENTS

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

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## WHAT IS ENTER & VIEW

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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.

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## VISIT DETAILS

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Centre Details	
Name of care centre:	Simonsfield Residential Home
Address:	53 Boston Avenue Runcorn Cheshire WA7 5XE
Telephone number:	01928 500223
Email address:	simonsfield@hillcare.net
Name of registered provider(s):	Hillcare 1 Ltd
Name of registered manager (if applicable)	Deborah Anne Smith
Type of registration:	Residential Care Home
Number of places registered:	63

The Enter and View visit was conducted on 31<sup>st</sup> March 2016 from 2.00pm to 4.00pm

The Healthwatch Halton Enter and View Team were:

- Mike Hodgkinson
- 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.

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## OBSERVATIONS

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Simonsfield Care Home is situated in a residential area of Runcorn. The home is situated near to shops and is within easy reach of public transport.

On the day of the visit the team noted that the exterior of the Home was clean and maintained to a good standard. The car parking facilities were good and included a large car park with clearly marked spaces for people with disabilities and wheelchair access.

The Home is accessible by ringing a door bell which was answered quickly. On entering the Home the visiting team members noted the reception area was bright, clean and welcoming with comfortable sofas. A signing in book and pen was available for visitors and a number of display boards included information for resident's, staff and visitors. These included upcoming activities, a colour coded plan and layout of the Home and the current CQC registration certificate was clearly displayed.

The team were welcomed by the manager Miss Debbie Smith who invited them into her office located on the upper floor of the Home which was accessible by lift or stairs. Debbie explained that Simonsfield Care Home is currently caring for 63 residents in need of residential or dementia related care. Debbie gave a breakdown of staff to resident ratios. On the lower residential floor the home employs 4 members of staff to care for 28 residents. On the upper floor, the Springfield Dementia Unit cares for 35 residents and has 5 staff.

The visiting team had a broad discussion with Debbie who told them that she has worked at the Home for over 10 years alongside the current Deputy Manager, the Laundry Assistant and the Cook. They were told that although the Home predominantly has a low turn-over of day staff, there is a higher turnover of night staff.

Debbie told the team that it is her observation that, in comparison to past admissions to care, many residents are now being placed into care with very complex care needs and are far more dependent. A number residents arrive at the Home experiencing depression, lack of motivation and apathy following long periods of isolation at their own home. Therefore residents may require far more care and prompting by care staff to regain their independence and engage in activities and life at the Home.

During discussions, the team enquired about staff training and were told all staff employed at the Home are provided with an induction followed by mandatory training. This includes

Fire procedures; Dementia; Deprivation of Liberty; Mental Capacity; Moving and Handling; Health and Safety; First Aid and Safeguarding. We were told training is on-going, documented and RAG rated, to ensure that staff members have their training refreshed periodically. This includes local safeguarding policies and procedures which staff are all aware of.

Debbie told the team that the Home encourages whistleblowing amongst staff. On enquiring about the complaints process, the team were told that residents are given a welcome pack on arrival which includes a copy of the complaints procedure. The Home also has an open door policy for residents and families wishing to discuss any aspect of the care provided. Debbie further explained that on admission families and residents are encouraged to fill in a '*Life Story Book*' which documents the resident's social history to aid communication between staff and residents. She said that family/residents meetings are provided but with low numbers of residents and families attending.

With regard to nutritional needs, Debbie said that residents are provided with a choice of meals and drinks and that snacks are available throughout the day. The team were provided with a copy of the weekly and daily menu as evidence of this. Debbie explained that the Home employs a chef and a cook and that mealtimes are protected because if residents become distracted, they may not finish their meals.

There are laundry services on site for residents and residents' clothes are marked to identify the owner.

The team discussed hospital admission and discharge procedures and were told that a member of staff or family member will accompany the resident to hospital and wait until the resident is admitted onto a ward or a family member arrives before leaving the hospital and returning back to the Home.

During discussions the team enquired about residents' access to GP surgeries and were told that residents use all but one of Runcorn based GP surgeries, as all residents have to register with a Runcorn GP Practice. One GP practice visits the Home weekly to see their own patients, so any concerns regarding their patients' health, medication or treatment can be discussed with the visiting GP.

There are some issues with regards to medication as a local pharmacy may not be told of any changes or added medication changes until a later date by a resident's GP. This, as Debbie explained, creates problems as it is not compatible with the re-ordering system within the Home, as they can only order medications monthly.

The Home makes use of the Urgent Care Centre and out-of-hours GP service and other health related services. These include chiropodists, dentists and opticians who visit the Home and residents in need of Audiology are supported to attend external appointments.

With regards to activities we were told the Home is in the process of employing an Activities Coordinator as the former Activities Coordinator left. However, Debbie provided the team with a copy of a newsletter highlighting a range of activities taking place during April.

These included a singing entertainer, Poetry and Reading Group, Church service and a St George's Day celebration event. The Home has proactively built relationships with local schools and pupils who provide entertainment. Newspapers are delivered daily for residents.

Debbie further explained that residents can access the '*Sure Start to Later Life*' programme as this service offers a wide range of activities in a local community centre once a month. This enables residents to engage in outside activities. The spiritual needs of residents are met through religious services being provided by lay preachers who visit the home.

Debbie explained that all residents' birthdays are celebrated in the Home, as some residents do not receive any visitors. A local florist has been provided with a list of birthdays for female residents who receive a bouquet of flowers while male residents receive a gift pack. Debbie further explained that the garden of the Home is used in warmer weather and a smoking area is available off the communal garden for residents, visitors and staff. Last year the Home held a mini fair which included stalls, bouncy castle and activities which was attended by friends, families and residents.

Pets are allowed into the Home and whilst residents cannot bring their pets to stay with them, visitors can bring pets owned by the residents for a visit, as this helps to reassure the resident that their pet is well and being looked after. Debbie told the team that residents had recently thoroughly enjoyed an activity session that included music and a puppet dog.

Following discussion, Debbie offered the visiting team the opportunity to tour the home. The team noted that Simonsfield was very warm, welcoming and friendly. Corridors throughout the home were clean and wheelchair accessible, and staff wore uniforms and name badges. Residents' rooms are en-suite and residents can furnish their rooms to their own personal taste. Residents are given the choice to have their photographs outside their room to aid orientation.

The team noted that signage was used extensively throughout the Home to aid orientation and direction to various areas, including communal toilets on both floors. The team noted throughout the tour that the interaction between residents, visitors and staff was polite, positive, helpful and dignified.

During the visit the team observed a bar located on the ground floor and were told that the bar is used by residents and families serving low alcohol and soft drinks. A cinema styled area is also available for residents, which uses DVD's to project pictures onto a wall of the Home.

The décor on both floors was fresh and modern and included soft furnishings, canvas prints and photographs of old Runcorn to aid memory and stimulate conversation. A hairdressing salon in the style of a barber shop is located on the upper floor and is available for all residents to use as a hairdresser visits the Home weekly. Dining rooms on both floors were bright clean and uncluttered, during the visit, and dining tables were set.

The visiting team noted that overall the appearance of the home was very clean and the general atmosphere was very positive. During the visit a team member observed a communal toilet which appeared clean and fresh. Throughout the home, temperatures were comfortable. The volume on televisions in communal lounges were also at a comfortable level and the interaction between the Manager, staff and residents was very positive.

Team members were given the opportunity to speak to residents, who were sitting in the main lounge area. The visiting team engaged residents in conversations about the care they received at the Home. (Appendix 1)

The collated responses of residents and family members was very positive overall and reflected the manager's discussions with team members. (See Appendix 1)

Irene and Mike thanked the staff, residents and Manager for answering all our questions and showing us around the Home.



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## SUMMARY

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Simonsfield Care Home is located in a residential area of Runcorn and has a wide range of support staff who care for up to 63 residents. All Staff are required to undertake mandatory training which includes safeguarding and senior staff have been trained in mental capacity in relation to Deprivation of Liberty (DoLs).

Residents are given a welcome pack on arrival which includes a copy of the complaints procedure, and the Home has an open door policy for residents and families wishing to discuss any aspect of the care provided by the Home.

Residents on admission to the Home are encouraged to fill in a '*Life Story Book*' with support from their family and staff. This documents the resident's social history to aid communication between staff and residents. Residents and family/residents meetings are provided but with low numbers of residents and families attending.

At the time of the visit the home was in the process of recruiting an Activity Co-ordinator. However, despite this a wide range of ongoing activities are available for residents to engage in. These include visiting entertainers, poetry and activities in the local community through the '*Sure Start to Later Life*' services. The garden of the Home is used in warmer weather and a smoking area is available in the communal garden for residents, visitors and staff.

During the visit the home appeared bright, fresh, clean and odour free. It was evident to the visiting team that Simonsfield actively promotes a dementia friendly Care Home environment. Signage is used extensively throughout the home including bathrooms, toilets and dining rooms. Residents are encouraged to furnish their rooms to their own personal taste. There is a laundry and hairdressing service on site.

Residents of Simonsfield have access to primary care services including local Runcorn GP services and the Runcorn Urgent Care Centre. In addition physiotherapists, dentists, opticians and chiropody services visit the home, whilst residents in need of Audiology services are supported to attend hospital appointments.

The Home provides drinks and snacks throughout the day to residents and alternative choices of meals are provided. The known food allergies of residents are recorded.

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## RECOMMENDATIONS

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- 1.** Continue to promote the good practice for Dementia Care already in place in the home.
- 2.** 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.
- 3.** Continue to discuss, with Healthwatch Halton, how local hospitals can improve the discharge process of residents from hospital or any delayed changes to residents' medication.

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# APPENDIX 1

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## Residents Comments

- 👉 It's good here, the girls are nice.
- 👉 I like it here.
- 👉 I have friends who live here as well.
- 👉 Yes you can have a drink when you want.
- 👉 I like to go to bed early and get up early.
- 👉 The carers really help me.
- 👉 They help me get washed and dressed.
- 👉 They are kind to me and my friend.
- 👉 It is very nice here.
- 👉 I am well looked after.
- 👉 The meals are very good.
- 👉 I like to have a light lunch and also like to have marmalade and toast for my breakfast.
- 👉 The carers are very good to us all.
- 👉 There is no nastiness everyone is so nice.
- 👉 I go to bed when I want I usually go about 10.30 pm.
- 👉 I like to get up early, you see I have always got up early of a morning.
- 👉 I can go to the hairdresser and have my hair done.
- 👉 The evening meals are nice.
- 👉 You can have a choice of meals.
- 👉 I find if you do not like what they are offering for dinner they will change it for you.
- 👉 I like the home it is nice here.
- 👉 The girls are helpful.
- 👉 Staff look after you and talk to you.

## Visitor/ Relative Comment

- 👉 It is really nice here.

# your **voice** counts

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