



**Widnes Hall**

Widnes

18<sup>th</sup> August 2016



**Enter & View report**

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## ACKNOWLEDGEMENTS

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Healthwatch Halton would like to thank the management, staff and residents at Widnes Hall 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:	Widnes Hall
Address:	Coronation Drive Ditton Widnes WA8 8BL
Telephone number:	0151 422 0004
Email address:	amanda.byrne@anchor.org.uk
Name of registered provider(s):	Anchor Carehomes (North West) Limited
Name of registered manager (if applicable)	Amanda Byrne
Type of registration:	Care Home
Number of places registered:	66

The Enter and View visit was conducted on Thursday 18<sup>th</sup> August 2016 from 10.15am to 12.10pm

The Healthwatch Halton Enter and View Team were Matthew Roberts, Irene Bramwell and Lyndsay Bushell

### 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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## **Location, external appearance ease of access and parking**

Widnes Hall is a purpose built Home situated on Coronation Drive Widnes, a residential area of the town. The Home provides care for individuals requiring residential and dementia care. It is situated within travelling distance to a main bus route and train station.

Widnes Hall has two areas of car parking spaces including one directly in front of the main entrance to the home which is designated for disabled car parking only. A further larger car park for visitors is to the side of the home. The team noted that this can create confusion for visitors as signage from the main road does not make this clear (with both Healthwatch reps initially turning into the incorrect car park).

The outer area is well maintained and of a very good standard. The home is wheelchair accessible and entrance to the home is via a bell which was answered quickly by staff.

## **Initial Impressions (from a visitor's perspective on entering the home)**

The visiting team noted upon entering the home that the reception area was clean and presented as fresh and odour free. There was a signing in book, comment book and pen available in the reception area for staff, residents and visitors. A Healthwatch poster was on display near to the entrance doors and a notice board was also in the reception area displaying photographs of the Activities Coordinators employed by the home. The visiting team were warmly greeted by Cheryl Houghton (Team Leader & Acting Deputy Manager). Cheryl informed the visiting team that the manager was not available, but she was kind enough to answer our questions on their behalf.

Cheryl informed the visiting team that the manager (Amanda Byrne) was not available, but she was kind enough to answer our questions on their behalf. Later on Amanda returned to the home, conversed with the Healthwatch team and took the time to explain some of the range of new Anchor activities on offer to residents.

## **Facilities for involvement with family/friends**

During the visit team members engaged with staff and residents as no friends or family were visiting at the time of the visit. We were told by staff that the Home holds monthly family and resident meetings which are attended by quite a few people.

## **Internal Physical Environment**

Members of the Healthwatch team received a guided tour of the Home by the Administration Officer. Our overall impression of the home was that it was a clean, warm and welcoming care environment. The communal lounges were homely and welcoming and at the time of the visit the television was on (showing the Olympics) with the volume at an appropriate level.

Throughout the Home the décor was of a good standard. The team noted the ease of access to both floors was via a lift or stairs, the dementia unit within the home was accessed by key pad to ensure the safety of residents.

We were told that all the bedrooms on both floors are en-suite and we were provided with the opportunity to observe a currently vacant bedroom, which was decorated and furnished to a high standard. The administration officer explained that all bedrooms have a TV, and DVD player and that all bedrooms have telephone and internet access, a mini fridge is also available in each room for residents. We were told that residents are encouraged to personalise their own rooms and that the on-site handyman would support residents to do this if families could not.

Signage throughout the home was dementia friendly to aid the orientation of residents and we noted that the menus in the dining rooms used both pictures and words. The dining rooms themselves were clean and bright. At the time of our visit, tables were set as some residents were enjoying a late breakfast.

On each floor residents rooms were made easily identifiable through a name and photograph on each of the bedroom doors.

Throughout the Home corridors were clean, uncluttered and wheelchair accessible.

## **Staff Support Skills and Interaction**

On entering the home the team were welcomed by the Deputy Manager, Cheryl Houghton who explained that the manager, Amanda Byrne, was not available. Cheryl kindly answered questions from one of the Healthwatch team in a dining area whilst two other visiting team members toured the Home with the administration officer. Later on when Amanda returned to the home she was kind enough to also chat with the team.

During discussions Cheryl explained that Widnes Hall cares for residents in need of residential and dementia care. We were told that the home is currently caring for 32 residents on the residential care unit located on the ground floor and 30 residents on the dementia unit on the upper floor. On both floors residents appeared happy & occupied and the staff were welcoming.

During the tour of the home the visiting team noted that staff engaged with residents throughout the visit and treated them with dignity and respect. We observed staff discreetly supporting residents to eat and drink with residents given napkins to protect their clothes when eating in the dining room. The team noted that resident's privacy was

upheld on both units as staff knocked on resident's doors before entering. We observed the interaction between staff and residents which was calm friendly and dignified. In each of the communal lounges and dining rooms residents were supervised by staff and all wore uniforms so they were easily recognisable to residents and visitors.

We were informed that the 60 members of staff receive regular and ongoing training. Training is provided in-house and a variety of topics are covered (including Deprivation of Liberty Safeguarding Training and Moving & Handling). All staff are able to understand and follow local safeguarding policies and procedures.

## **Residents Social, Emotional and Cultural Welfare**

The visiting team enquired about activities for residents, we were told that residents can engage in a number of activities which are provided regularly. Cheryl was an OOMPH Coordinator ("Our Organisation Makes People Happy") and she informed us about a great many activities residents can enjoy in the home. These included chair based exercises, reminiscence activities (which led to one resident going swimming), iPad activities, bingo and jigsaws. There were trips out to places such as Albert Dock, Ice Cream Farms & Blackpool Illuminations. Entertainers were also brought to the home and we were told about 'Zoolab Snakes & Spiders' who were due to visit in the near future.

There were a number of display boards throughout the home displaying photographs of residents engaged in various activities to promote memories. The team enquired as to why, on the dementia unit there were signs on the main corridor wall 'Train Stops Here', we were told that a resident is specifically interested in trains due to their social history. Therefore constantly looks for where the train stops. The signs help to reassure the resident. Cheryl also took the time to explain the Bus Stop in the garden and how it can be used to calm residents who are distressed.

During the tour we observed a 'bistro' off the main lounge area for residents and their visitors to use as this was a quiet area. We were told that the Home intends to use this area in future as a dementia café for residents and the local community.

During the tour of the Home the administration officer explained that a husband and wife are residents on the dementia unit, with one room being their main bedroom and a further room directly opposite is used as their living room. We were also told that sibling residents live at the Home on the separate units but carers ensure that they meet throughout the day to interact each with other and maintain their relationship.

## **Residents Physical Welfare**

During the visit we observed the dining rooms on both units and we were told that residents have access to a choice of meals daily. We were provided the opportunity to speak to the chef who appeared to know the residents dietary needs, likes and dislikes, as a resident



stopped and spoke to the chef during our discussions. The chef explained that she is aware of the health related dietary needs of patients as well as allergies. We were told by staff that residents can have access to snacks and drinks throughout the day, this was observed in the dining room when a resident requested a cup of tea and toast.

During the visit team members engaged with residents in the main lounge to gain their experiences of living in the Home. Positive Comments included:

- *"It is very good here the girls are smashing"*
- *"They are easy going in here, everyone is friendly I like it"*
- *"The food is very nice, if I don't like what's for dinner you can tell them and they will get you something else"*
- *"They do help you here. They are all nice"*
- *"I like it here, we went to the Albert Dock yesterday I really enjoyed it."*

However one resident commented;

- *"I think there needs to be more staff as I have had a bowel operation and when I need to go the toilet I have to go quickly sometimes I have to wait".*

The Healthwatch team enquired about Primary Care Services and were told by Cheryl that Residents were able to keep their existing GP (provided that they were from Halton originally). Dentists, chiropodists and opticians all visit the home and see residents in the privacy of their own rooms. Medication is administered by a trained member of staff and the home has an excellent working relationship with Neil's Pharmacy in Prescot.

Each Resident's Care Plan is reviewed every month and families are invited to attend. A Resident's Full Care Plan is reviewed every 6 month and it is mandatory that families do attend these reviews.

Cheryl Houghton expressed concerns about the return of residents to the home after a stay in Hospital. Hospital discharge was described as *"completely random"* with residents returning home during the early hours of the morning. They were not always appropriately dressed and could be distressed. On occasions they returned to the home without the correct medication.

## Issues Raised

As stated above, Cheryl raised concerns about Hospital discharge.

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## SUMMARY

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Widnes Hall is situated within a residential area of Widnes within walking distance of a local bus route and shopping centre. The home is accessible by wheel chair and there is adequate parking space. Widnes Hall has a wide range of staff and can accommodate up to 68 residents. All staff are required to undertake mandatory training. It is a modern & contemporary, friendly & welcoming care home. It is clean, well-kept and the staff we observed were professional, considerate and courteous. The residents were happy & engaged and were being cared for with dignity and respect.

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## RECOMMENDATIONS

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- 1.** Improve signage for visitors' car park.
- 2.** To engage with Healthwatch Halton when any health or social care issues arise for staff or residents (including poor practice relating to Hospital Discharge).



Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

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## SERVICE PROVIDER RESPONSE

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The service provider acknowledged receipt of the report and replied that it was ‘very positive’.

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