



# Best Practice Enter and View Report Heath Lodge

Visit: 4<sup>th</sup> November 2016

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# Background

## What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure they are heard and listened to by the organisations that provide, fund and monitor these services.

## What is Enter and View?

Part of the local Healthwatch programme is to carry out *Enter and View* (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. *Enter and View* visits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch *Enter and View* visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Warrington has safeguarding policies in place which identify the correct procedure to be taken.

## Best Practice

This report has been compiled as a result of identified best practice rather than any reported issues. This may have come from Care Quality Commission inspections or local authority quality visits. The intention is that other care establishments can learn from this and replicate it in their own settings.

## Disclaimer

Please note that this report relates to the findings observed on the specific dates set out below. This report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## Acknowledgements

Healthwatch Warrington would like to thank the staff, in particular the Senior Support Worker, Nicola Morris, for taking the time to show the team round and answering questions.

## Background and Purpose of the visits

Healthwatch Warrington was requested by Warrington Council Adult Social Services to conduct the visit as an example of best practice. In this instance, it had been that Care Quality Officers had identified that extra time and effort is put in to introducing new residents to the home.

# Details of the Visit

## Location

Heath Lodge, 34 Green Lane, Padgate, Warrington, WA1 1JA

## Date/Time

4<sup>th</sup> November 2016 between 10am and 11:30am

## Panel Members

Jim Sinnott - Healthwatch Warrington, Enter and View Panel Member

Clare Screeton - Healthwatch Warrington, Finance & Office Co-ordinator

Ruth Walkden - Healthwatch Warrington, Enter and View Consultant

## Provider Service Staff

Nicola Morris, Senior Support Worker

### Details of the Service

Heath Lodge is a care home for adults with a learning disability and complex needs. It has capacity for eight residents each in their own ensuite room. There is a shared kitchen, bathroom and lounge, some of the rooms have their own lounge, kitchen areas and are accessed from outside the main building.

## Results of the Visit

Wherever possible the reports below are in the words of the E&V team members who were present at the time of the visit. The reports have been collated by the Healthwatch Warrington E&V Consultant and some text has been formatted to allow for easy reading; however the essential facts of the team's reports have not been altered.

### Observations from the Visit

#### First impressions

A 1930's well-constructed solid building which was a former vicarage. There was not a prominent sign but there was a "Heath Lodge" plaque near the entrance. The residents have all been there for some time so it is expected visitors would know where to find it. There was very limited parking in the front, two or possibly three cars at best but there were various places immediately off site where visitors can find parking. Green Lane is well connected by a regular bus service from Warrington Exchange bus station. The frontage/drive area was clean and litter free although there were no plants or foliage, it was well maintained.

#### Access

The team were met at the door by a cheerful member of staff and ushered to her colleague, Nicola Morris, the Senior Support Worker, who looked after the visiting team.

There wasn't a waiting area or reception area. A suggestion box was placed in the hall near the front door for both residents and visitors use. A visitors' book was placed prominently in the hall for signing in and out. There were no smells and everywhere was clean and tidy both in the hall and lounge. An anti-bacterial hand cleanser dispenser was placed near the front door which. There was no "who's who" photo board or any other information on a board.

Heath Lodge had been a care home for about eight years and Nicola had been employed there for 4-1/2 years. She was very open, accommodating, upbeat and gave the visiting team time to answer their questions.

### **Staffing & Leadership**

There are fourteen staff in total working at Heath Lodge. Kevin Martin is the Manager along with one other Senior Support Worker - a management team of three. The home is always fully occupied and some residents are out of area - Nicola referred to one from Lancashire. If Nicola is representative of a settled staffing, with her 4½ years' service, then there is a low turnover of staff here. The team saw two staff, apart from Nicola and both went about their duties in a smiling and positive fashion. Overnight shift is covered by two staff - one on duty and one sleeping on site.

Potential residents are referred through different agencies including GPs. There are also out of area referrals. The home is currently at capacity and has not had any new admissions for the past 3 years.

### **Activities & Leisure**

Nicola commented that two residents were out and about when we visited and two were on DOLS presently. Residents are regularly consulted as to what they would like in the way of activities and key workers all help support home activities. Occasionally there are more adventurous activities, one resident had a Mon/Fri visit to Centre Parks and another a week in Fuerteventura accompanied by Kevin - the Manager himself, as he had requested to go on an aeroplane.

As well as board games they have an “arts and craft” lady who comes in. One project that has been successful, is the photo calendars that some residents have produced. One of the residents had had his art work published in a calendar as part of a competition run by the providers. The visiting team met one of the residents in the TV lounge who seemed very much at peace with his surroundings and was happy to be watching television.

The visit was undertaken in the run up to Bonfire night, some of the residents had pooled some money to buy fireworks for the staff to light.

### **Administration**

Referrals come from various agencies, including local authorities and mental health such as 5 Boroughs. There is an administration office where the team met with Nicola and was given a look at the upper floor extension storage area and basic staff bedroom for the sleeping member of staff.

### **Cleanliness**

The visiting team did not enter any of the bedrooms. The bathroom the team looked at was spotless and free from odour. Internal fixtures and fittings appeared in a good state of repair and decoration and appropriate for the buildings use. The building generally was clean and tidy. There was a hand cleansing dispenser on entry to the building.

There is a laundry area on site. Residents generally choose for the staff to do laundry for them though one prefers to do his own.

### **Management of Medicines**

Most staff are trained in the required medicines’ management. When in Nicola’s office, a resident popped his head round the door for his morning medication which she swiftly dispensed from a locked medicines cupboard on the wall. The team were advised that most residents came for their medications at the appropriate time. The two residents who were not mobile had their medicines taken to them in their rooms.

The local Padgate GP surgery is used when required by residents, including as necessary, any home visits. Nicola did mention it was difficult to get appointments, even when phoning at opening time - 8am.

### **Food and Refreshments**

Daily/weekly menus are discussed and agreed with residents and all food preparation and cooking is done on site, with supplies home delivered by a supermarket every Friday with any extras sourced locally. The kitchen is a large communal area open to all. There is a choice on the menu (posted on the fridge). The menus are reviewed monthly by staff and residents with suggestions welcome on additions/changes.

Drinks and snacks are available at any time throughout the day. Menus are prominently posted in the conservatory/ dining room - a light and airy room - “hot in summer and colder in winter”. The dining room overlooks the pleasant and quite spacious and fairly well tended garden. Some residents prefer to eat in their own rooms.

### **Smoking**

A smoking area and shelter is provided in the garden accessible at all times. The area around the shelter and generally was free from cigarette end litter.

### **Privacy & Dignity**

Although the home caters for both male and female, in the time that Nicola had worked there, she said only male residents had been accommodated. Each resident has their own en-suite bedroom. Five residents are housed in the main building and three in three separate annexes. There are two walk showers and a large bathroom with a nice shower -clean and free from any unpleasant smells.

The oldest resident is in his late seventies and one resident has been there for seven years. The size of this unit is such that it's easier to treat individuals personally and cater for their individual needs. Nicola said it was important for the staff to help the residents make choices.



There are no formal visiting times, the staff have a clear but relaxed approach to accommodating family and friends when they visit.

### **Safety & Security**

Inside the building there are solid hand rails which are well secured to walls. The visitors' book is used to keep track who is in the building. Most of the residents are able to come and go as they please during the day. There is an alarm bell on the front door.

During the night the on-duty overnight carer does the rounds regularly to ensure residents wellbeing. Those residents living in separate accommodation are able to come to the back door for assistance at any time, it is lit. They have their own keys for their rooms.

Residents who are not so mobile reside on the ground floor. Two residents have DoLS (Deprivation of Liberty Safeguards) so they are accompanied when they go out.

### **Discharge**

Residents sometimes move on, either to more independent living or to be nearer to their families if out of area.

### **Staff Training**

All staff are trained to NVQ level 2 as a minimum. E-learning is available on a variety of subjects such as first aid and nutrition. Four of the staff are designated first aiders.

### **Summary**

This was a very positive environment where the needs of the residents are paramount. It came across very much as "home" rather than an institution. Whilst the area of admission procedures had been highlighted as best practice the team were not able to comment on them as there hadn't been any new residents for some time.

# Recommendations/Identification of Best Practice

1. *Clearly the needs of the residents come first - where possible they come and go as they please and fill their time with their own choices.*
2. *Heath Lodge is laid out as a home should be - the lounge/kitchen/dining and bathroom areas are laid out as in an ordinary household rather than an “institution”.*

## Distribution List

*This report has been distributed to the following:*

- *Warrington Council, Adult Social Services*
- *Warrington CCG*
- *Care Quality Commission*
- *Healthwatch England*

## Appendices

### Appendix A

#### Response from Provider

We can't really think of a response to your report other than the staff who were here during your visit felt that the process was very good for the service users having a voice, and that the comment about "the home being an ordinary household rather than an institution" is one of our aims as we like to keep the service users feel as comfortable as possible, so this comment is really appreciated about the service,

Kevin Martin

Manager

