



Healthwatch Liverpool Enter and View Report
Rockfield House
Rocky Lane
Anfield, Liverpool
L6 4BB

February 2016



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Section 1: Introduction

Healthwatch Liverpool has powers to carry out what we describe as ‘Enter and View’ visits in order to assist us in the role as an independent local champion for patients’ rights concerning health and social care services (see the Appendix for more information about this). These visits are carried out by small teams of trained members of Healthwatch staff and volunteers to observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. Healthwatch only visits services that are publicly funded, e.g. through the NHS or via local authorities.

During an Enter and View visit Healthwatch talks to people using the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Feedback and observations are collated in a report, which is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners where appropriate. If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

Section 2: Basic Details about the Enter and View

Name of the service visited: Rockfield House

Address: Rocky Lane
Anfield, Liverpool
L6 4BB

The Date of the Enter and View Visit: 2nd February 2016

The Time of the Enter and View Visit: 10:00am - 12:00pm

The names of the members of the Healthwatch Enter and View Team that undertook the visit were:

Inez Bootsgezel - Healthwatch Information and Project Officer
Laura Yallop - Healthwatch Support

This visit was announced, a date and time had been agreed with the manager at Rockfield House beforehand. Healthwatch Liverpool asked the care home to inform residents, their relatives and other visitors that the visit was to take place, and a flyer for display was emailed over to this end.

Healthwatch Liverpool would like to thank Rockfield House staff and residents for facilitating the visit and for taking the time to talk to us.

Section 3: General profile of the service that was entered and viewed

Rockfield House provides care for individuals who have a primary diagnosis of a learning disability and may also have severe and complex behavioural problems; Autism; Aspergers and/or secondary mental health problems. The service is aimed at adults whose behaviours have challenged other services to the point of placement breakdown.

Rockfield House was purpose built in 1998 with ten bedrooms in the main building. It was recently extended by converting the neighbouring house to a 'step down' facility adding a further four bedrooms. Rockfield House cares for people between the ages of 18-65.

It is owned by Mental Health Care (MHC) who provide services for people who have been diagnosed with mental health issues and/or learning disabilities across North Wales and the North West.

Rockfield House is also home to three cats, which the residents are helping to care for.

Section 4: The reason for the Enter and View Visit

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback. The Enter and View visit to Rockfield House was to learn more about the service, and to find out from observations and speaking with people where the service appeared to be doing especially well, as well as finding out if any improvements could be made. The visit was not in response to any prior feedback or concerns identified relating to the quality of this service.

Section 5: Information received and observations made by Healthwatch Representatives

The Healthwatch Team were met by the manager, deputy manager and clinical nurse.

Observations of the Building, facilities and service

Healthwatch Liverpool observed staff with residents on a 1-2-1 basis at all times during the visit. While being shown around the home banging noises were heard from a resident's room; staff checked with the resident to make sure that they were OK, speaking respectfully to the resident, and knocking before going into the room.

Main House

- i. The team viewed the lounge, a communal bathroom and a communal shower room which were all nicely decorated. There were many finishing touches including plastic mirrors (to avoid injury) to help make it feel like a home.
- ii. We observed two kitchens, one large and one smaller. These were both clean and decorated to a high standard. We were informed each resident has their own menu which they plan with the staff and the food worker to ensure any dietary requirements are met. Residents who are able to go out shopping with support do their own shopping, and where they can help with meal preparation.

External Areas

- iii. The team viewed the recently built sensory garden. A small raised pond contained fish, owned and looked after by one of the residents. Unfortunately at the time of the visit there were gale force winds and some of the wind chimes and furniture had been blown around the garden. It would be nice to see the sensory garden in summer, when completed with some sensory planting in place. This garden was built by staff and residents together.
- iv. The other enclosed garden appeared well-maintained, with picnic tables and an aviary full of budgerigars. There were raised beds which we were told the residents use for planting and gardening.

Step-down facility

- v. The team viewed the recently opened step-down facility. The house had a well-maintained kitchen and lounge area, and had underfloor heating.
- vi. Healthwatch was shown an empty room. The room was large and well decorated, and had an ensuite walk-in shower room.

Activities

Rockfield House has an activities coordinator who plans activities across the home, including ensuring residents are able to attend their college courses and other social activities. Activities include taking residents to a play, swimming, bowling and board games.

The activity room was being re decorated with some new furniture on order, and wasn't in use at the time of the visit.

Rockfield House has two 9-seater vehicles which are used to take residents out. Healthwatch was told the home tries to ensure all residents get a holiday each year.

An example was given of one of the residents who finds it more difficult to visit new places staying in a local hotel.

Through conversation with the staff

At the time of the Healthwatch visit there were 13 staff and the manager, deputy manager and clinical nurse on duty. Additionally there were domestic staff and maintenance staff present.

The home had one empty bed in the step down facility at the time of the visit and a waiting list for the main house. Rockfield House had residents originating from several different local authority areas.

Management said they felt supported by Mental Health Care (MHC) who own the buildings, they spent money on the buildings and generally understood that if something was being asked for, it was because the home needed it.

The same staff work in the step-down facility and the main house to ensure continuity for residents. Many of the staff have worked at the home for a number of years. When interviewing for new members of staff, some of the residents were included on the panel.

Healthwatch representatives were told by staff that Rockfield House promotes independence, and residents are supported to develop daily living skills.

Staff gave some examples of some of the more innovative ways they use to deal with potentially more challenging behaviours, such as making a resident who set off fire alarms in their previous home a 'fire officer' for the home, and buying a fruit machine for another resident who liked to gamble.

Several residents had previously been detained for treatment in hospital on a 'section 3', and had since moved to Rockfield House from hospital. Staff met with prospective residents several times before they moved in to find out about the resident, what their likes/dislikes were, and to try to link the resident with staff with similar interests. This way, when discharged from hospital and moving to Rockfield House, residents would see some familiar faces.

Staff said that they were able to provide palliative care to residents if necessary, and gave the example of a resident who had been provided with palliative care; they had been looked after by the home with the support of the GP. The resident's family had been very involved in their care plan.

Since opening the home have used Benim Medical Centre, and staff said there was a good relationship with the GPs, Dr Das and Dr Gupta. All residents were registered with this practice, and where possible the residents phoned the practice themselves to make appointments, and were supported by staff to attend these.

Section 6: Feedback from residents, relatives and staff

Healthwatch spoke with one of the residents who called their room their ‘flat’, and said they love it.

The resident’s mother said that this resident had moved in last year and got their ‘flat’ and love it! They are supported to do their own washing, cooking, and shopping. The resident’s mother also said ‘staff are fantastic. I’ve got a good relationship with them, any problems they sort straight away.’ The mother added that her relative loves it in the home. She explained that with support the resident had a shower every day, and dress themselves, and that she was ‘so proud of them, I’m the proudest mum in the world’. When asked about contact with the staff she said ‘I’m on the phone every day to (particular member of staff), if they can’t answer when I call they always call back’.

The mother of another resident said:

‘My relative has done very well, they have been here for a number of years and are thriving’. The relative spoke about a previous bad experience at which point the resident said ‘don’t talk about that mum, I’m in a proper home now’. The mum said that ‘now is a very positive experience, my relative is well looked after. Staff make sure they keep all their medical appointments, it’s marvellous’.

Rockfield House staff kindly distributed some Healthwatch feedback forms following the Enter and View visit. Four feedback forms were returned, one from a resident and three from staff members.

Form 1- received from a staff member

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Appointments/waiting times	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

I feel Rockfield House is a well-led service, that ensures the care, welfare, safety and security of all of the residents that reside there.

All service users are assisted in developing their daily living skills, by building up a therapeutic rapport with the close staff team, which ensures that each person feels as though they are listened to and any concerns are dealt with in the appropriate manner. In my opinion I feel all of the residents are well looked after and receive the highest possible care.

Form 2 - received from a staff member

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Appointments/waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

All good care given to residents and staff.

Form 3 - received from a staff member

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Appointments/waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

What is good about the service I have listed below:

Individualised care

Positive pre-admission and admission of residents from hospital settings

Advanced end-of-life care

Care planning

Integrated working

Form 4 - received from a resident

What did you think of the service?	Very Good	Good	Average	Poor	Unacceptable
Appointments/waiting times	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treated with respect and dignity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information given	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions about your care	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuity of staffing	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities and recreation	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Rockfield staff are all good in here then.

Section 7: Summary/Conclusions & Recommendations

Rockfield House is clean, well maintained and nicely decorated with a number of areas staff are able to take residents to if they need a bit of distance from the goings-on in the house. As the Healthwatch team went around the house it felt calm and organised.

Healthwatch representatives felt that there appeared to be a real emphasis on supporting people to do as much as they are able to do for themselves, promoting independence and taking the time to support the residents.

Healthwatch Liverpool has no recommendations or requests to make of Rockfield House at this time.

Section 8: Safeguarding

There were no safeguarding concerns identified during this enter and view visit.

Section 9: Healthwatch Liverpool Contact Details

Healthwatch Liverpool

151 Dale St

Liverpool

L2 2AH

Main Number: 0300 77 77 007

Fax: 0151 237 3998

Email enquiries@healthwatchliverpool.co.uk

Website www.healthwatchliverpool.co.uk



For more information about Healthwatch Liverpool please visit our website www.healthwatchliverpool.co.uk or contact us using the details at the end of this report.

Appendix:

Healthwatch Liverpool - Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool works to give local residents a stronger voice to influence and challenge how health and social care services are provided. Healthwatch Liverpool enables people to share their views and concerns about local health and social care services to help build a picture of where services are doing well, and where they can be improved. Healthwatch Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012. Healthwatch Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and by talking to staff and service users.

Healthwatch Liverpool seeks to identify and share good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.