

healthwatch

Cumbria

Barchester
Newlands Care
Centre

5th June 2017

your
voice
counts

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Introduction

About Healthwatch Cumbria

Healthwatch Cumbria (HWC) is an independent community based organisation for the people of Cumbria. It was set up to champion the views of patients and people who use health and social care services in Cumbria. The goal of HWC is to make services better and improve health and wellbeing. HWC achieves this by talking and listening to people in all parts of Cumbria and telling providers of these services local people's views and challenging organisations that need to do better and highlighting examples of good practice.

HWC is part of Healthwatch England who act as the national consumer champion for all local Healthwatches.

Details of visit

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| Service Provider | Barchester Healthcare |
| Service Address | Newlands Park, Workington , CA14 3NE |
| Date and Time of visit | June 5 th 2017 11am- 1.30pm |
| Authorised Representatives | Robin Powell, Pauline Hault, Karen Lockwood |
| Healthwatch Cumbria contact details | Healthwatch Cumbria, The Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH Tel: 01900 607208 |

Acknowledgements

HWC would like to thank Melissa Harker and all of the staff, residents and visitors for their contributions and who made us feel welcome and for displaying the HWC poster promoting our visit on the door to the entrance.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our 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.

What is Enter and View?

HWC has a statutory right (Health and Social Care Act 2012) to carry out Enter and View visits to health and social care services to gather the views and experiences of customers, patients, families and staff for the purpose of service improvement. Service providers have a duty to respond to our reports and recommendations.

HWC will share its findings with Healthwatch England, the Care Quality Commission, services and the public.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation. This is so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Purpose of the visit

To engage with residents in care homes in Cumbria to collect and record their experiences of accessing health and social care services, primarily the out of hours GP service Cumbria Health on Call (CHoC).

To identify and champion examples of best practice with regard to resident experience including: surroundings, activities and meals.

Methodology

Newlands was made aware of the Enter and View process through promotion of the visit via a telephone conversation with HWC, an email detailing the purpose of the visit and a poster for the home to display for all to read and be aware of the visit and to take part should they wish to. It was also explained that the report following the visit would be provided to the home manager to inform them of the findings prior to publication on the HWC website.

Seven homes were selected for visiting in the Allerdale and Copeland area of Cumbria. The selection was based on the geographical location of the homes and their respective recent participation in the HWC CHOc Survey that highlighted issues affecting those in care homes with accessing some services.

HWC representatives engaged with staff and residents and initiated conversations around the following topics:

- Access to Health Services
- Satisfaction with food and activities on offer
- Comments about life in the home

There were:

- 6 Residents spoken to
- 2 members of staff spoken to

Responses were recorded and observations noted.

Findings

Observations

As you open the door to the large main reception area you are greeted by soothing music playing, and a colourful well lit area. The days menu is prominently displayed on a lectern in the centre of the area, above it is a "You said...We did..." board displaying how the home had responded and what implementations have come about due to the feedback they have received. To one side is a board on the wall displaying the names and photographs of all the staff who work there, useful for residents and visitors alike. There is an "Employee of the Month" area that has a photo of that month's recipient and recognises the appreciation of residents, resident's families and staff. There is also information about how people can leave feedback about the home including relevant websites. All information in the reception area is displayed in a clear, clean, uncluttered manner. Elsewhere in the reception there is a water dispenser and a well stocked information stand containing leaflets about 3rd sector services such as Age UK and The Alzheimer's Society.

We were given a walking tour of all 3 areas that make up the home by the manager.

The décor had been thoughtfully selected and incorporated historical photo's of local places of interest i.e.) Workington Harbour in 1900 etc. There was a sensory wall area where various objects were attached to the wall to touch and look at i.e.) door chains and handles and a gnome. Throughout there were photo's of activities and events that had taken part in the home, such as the visit of entertainers, exotic animals or pamper sessions.

There was easy access to the secured garden from all communal lounge areas and the garden was adorned with plenty of garden ornaments including a meerkat area. We were informed that the gardens are popular when the sun is out and that several residents enjoy potting plants, the "man shed" in the Lakeland unit garden is also popular for afternoon naps.

The Lakeland Unit is a male only complex care unit. It has its own reception area and contains a visitor signing in book and the same literature as in the main home reception, the main difference is that this area is secured and requires a numeric code to enter into a keypad on the door. We noted that unlike the other 2 areas of the home all the bedroom doors are closed on this unit. Despite these safety features the unit was similarly themed in terms of décor and accessibility to garden areas and cleanliness. A unique feature to this unit was a room affectionately called the "man cave"; this contained a full size pool table (with cues and balls) and was decorated in sporting memorabilia and had easy access to the garden and the shed.

Additionally we noticed the memory boxes outside each room on the Lakeland Unit containing photos and objects relating to the life of the resident.

All residents that we met or observed were in clean, appropriate clothing and throughout our visit we observed staff members demonstrating care in a compassionate manner and treating residents with dignity and respect, this was evident in the way they addressed the

residents. We witnessed the professional, caring way in which staff dealt with some challenging behaviours.

The lounges and dining areas were all clean and residents had easy access to cold drinks and snacks. The lounge areas had chairs arranged to allow residents to interact and also some to allow for a quiet nap. Most lounge areas had Televisions, books, magazines and Cd's in them however there were also some quiet lounges that could be used for meeting relatives in or quieter activities.

Access to Health Services

The manger informed us that the home's nurses will contact the relevant GP surgery if a Doctor is required, this works well on most occasions but on some a member of the Frail Elderly Assessment Team (FEAT) is sent instead of a Doctor and this can undermine the authority / judgement of the nurse who has assessed and specifically requested the presence of a Doctor. Where possible the home will arrange transport and support the resident to see a Doctor at the nearby surgery in Workington.

We were told that the home are working with the North West Ambulance Service (NWS) trialling a triage system to prevent unnecessary admissions to hospital through falls by frail and elderly residents in care homes.

HWC is aware that both this home and another in Workington are part of this initiative led by NWS.

Another resident also commented on the "wonderful staff" and "excellent food."

Another mentioned that although they were very happy at the home they would still rather be back in their own home.

Meals

The dining areas were spacious and the tables were set to a good restaurant standard with the day's menu choices in a card holder on the middle of each table. Additionally there was a file of photos of the food on the menu to help some of the less communicative residents see and select what they wanted to eat. We observed staff supporting residents to be seated before being served their meal and all appearing very happy with the service.

We observed laminated menus on the tables detailing the day's meals.

Activities

One resident told us she was extremely happy at Newlands and felt like she was "living the life of Riley". She thought the food was excellent and the staff very caring. She said there were lots of activities, of which she particularly enjoyed the quizzes and crosswords, and she had enjoyed a trip out on a mini bus organised by the home to Allonby for ice creams.

We observed staff helping one resident connect to the Wi-Fi so she could Skype her grandchildren who lived in the south of the country. This demonstrated to us the person centred approach to caring that was observed throughout our visit.

Recommendations and Areas of Good Practice

HWC commends the staff for encouraging residents to use technology to communicate with and feel included in their family's daily lives when separated by distance and geography.

Provider Feedback

HWC received no comments on the report from the provider having being given the opportunity to do so within the statutory response period of 20 working days.