

Healthwatch Cheshire West

Enter and View Report

Enter and View Visit to	<p>Newton Hall Residential Home Kingsley Road, Frodsham, Cheshire, WA6 6YD</p> 
Date and Time	June 12 th 2017
Authorised Representatives	Chris Banfi, Sue Masterman, Elisabeth Bott
Staff Present	Deputy Manager Theresa and Gina, senior carer (Former Deputy Manager and current Manager Stacie Wilkinson on leave)

Background

Healthwatch Cheshire is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?

Enter and View is part of the local Healthwatch Cheshire programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of the work plan agenda for this year Healthwatch Cheshire continue to work in monitoring Nursing and Care provision across the area.

This work has the full support of health and local authority commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of monitoring standards and continuity. This report is based on observations at the above service.

Highlights from the Visit

- Evidence of progress at the home since our last visit in terms of refurbishment and decoration
- Welcoming staff
- Gardens suitable for wheelchair use
- Building spotlessly clean throughout.

General Information

Newton Hall is owned by Springcare Ltd. which runs 14 other homes in the North West including Sandiway Lodge, located a few miles away. Prior to 2003 the facility was a nursing home and then became a mixed Residential and Elderly Mentally Infirm (EMI) home. In January 2015 the plan was to designate it as entirely EMI but there are still the same four none-EMI residents as were there at our last visit in May 2015 and who choose to stay on.

Newton Hall is an old building but well cared for. It has a capacity for 32 residents. Nursing facilities are not provided and those who come to need them can generally be transferred to another Springcare home.

At the time of our visit there were 24 service users in residence which, with 32 staff, Representatives felt was a comfortable ratio.

The home has recently been completely refurbished throughout - investment by the owners has been considerable and includes décor, artwork, carpets curtains and dementia friendly details.

The Home's most recent CQC report ([April 2016](#)) rated it as "Good".

Environment

As mentioned above, the complete refurbishment has managed to preserve the charm of this older building while making it far better adapted to its residents. Representatives viewed a relaxed atmosphere, some gentle banter with staff and a general feeling that residents experienced this as "home".

The garden, including access, appears improved and better designed for wheelchair use. It includes a seat beside a 'bus stop' which Representatives thought a nice decorative feature.

Decor throughout the whole house has been renewed under supervision of a designer schooled in the needs of dementia patients. Carpets are now neutral. Pictures in the corridors are large, muted and mainly themed on old movies. Each door has a memory box located next to it with souvenirs precious to the occupant. The dining area is light and neutral with draped curtains, linen serviettes and smart wooden place-mats.

Welcome Desk and Reception Area - like the rest of the building, this has been redecorated and simplified. Residents also like to sit there and chat with staff as they circulate. The entry to the building is currently being improved with raised flower beds either side of the stairs.

Security Door buzzer - Has been muted to a reasonable level

Manager's Office - This is still located way up in the loft region up a rickety staircase. However, a vast loft space which we could not see at the last visit is being opened up and refurbished to house some of the storage and all of the administration in large, light areas.

All rooms, bathrooms and other areas we saw appeared spotlessly clean. There was no odour.

The home appears to have good staffing levels.

Springcare operates its own pool for staffing emergencies. This means that residents are rarely confronted with unfamiliar faces.

Health and Wellbeing

Activities - There is now a full-time Activities Coordinator, Lisa, a long-time staff member who previously manned the laundry. Throughout our afternoon visit she was busy in the main lounge with a variety of motivational and musical activities and residents appeared to be happy to join in. This was normally conducted in the adjacent music room - we were told - but had been moved because one of the residents was asleep in his chair there. It was only the resident 67 year old parrot, George, who seemed less than impressed.

The Springcare minibus is available one day a week.

Residents have recently been to West Kirby and enjoy getting out and about. Birthdays are celebrated, as are the usual landmarks in the calendar.

We were told that a Summer Fayre is in the planning stage.

A hairdresser visits weekly. When we arrived on Monday afternoon many residents were freshly coiffed and manicured.

Suggestions for improvement

Revisiting a Home often means that we are very disappointed that progress has not been made and are confronted with a plethora of excuses. Exactly the opposite has happened here. They have exceeded our expectations.

The home looks and feels as though it functions smoothly in the interest of its service users and has an enthusiastic staff team who know their job. They deserve a compliment.

Feedback from Provider of Service

At time of publication no feedback received.