



# healthwatch

Cumbria

Winters Park Residential Home

21<sup>st</sup> 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

Service Provider	BUPA
Service Address	Winters Park Residential Home, Pategill Rd, Cumbria CA11 8RG
Date and Time of visit	Wednesday 21st June 2017 1.00pm
Authorised Representatives	Jane Irving, Hilary Barker, Elaine Ralph
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 the Manager of Winter's Park, the staff, the residents and members of their family who talked to us at the home.

### 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?

Healthwatch Cumbria has a statutory right (Health and Social Care Act 2012) to carry out Enter & 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.

Healthwatch Cumbria 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

Staff at Winters Park Residential Home were made aware of the Enter and View process and that HWC may visit. The home was not given a confirmed day or time for when this visit would be. The conversation with the home detailed the statutory role of HWC to carry out Enter and View visits and what the purpose of the visit was about.

There were three residential care homes in East Cumbria that were selected based upon the homes recent engagement with the CHoC service identified through the HWC CHoC survey. The HWC CHoC survey highlighted issues affecting those in care homes when trying to access some health and care services.

On arrival at the home the three Enter and View approved representatives carrying out the visit introduced themselves to the staff member present with identification and detailed the reason for the visit at the care home. HWC staff then introduced themselves to the home manager again identifying why they were there and if HWC could visit at that time. The HWC team then spoke to the home manager in their office. The manager was informed that the findings from the visit would be shared with them.

HWC engaged with staff and residents, including family and friends of the residents, and the home manager about:

- Access to health services
- Satisfaction with activities on offer
- Comments about the home

HWC spoke with:

- 2 members of staff (2 managers),
- 5 residents and
- 4 relatives/friends

Comments were recorded and observations noted.

## Findings:

Winters Park is situated in a quiet residential area of Penrith and is a modern purpose built building that has ample car parking at the main entrance to the site. The home's gardens were bright, colourful and very well maintained.

The home is owned by Bupa who are a private healthcare provider although some of the residents receiving care at the time of the visit were funded by the Local Authority.

On arrival the main entrance doors were locked, we had to use the buzzer system to gain entry to the premises. This led into a small reception area where the signing in book was held.

The manager and staff were welcoming and supportive of the visit. The manager was helpful in providing information, showing us around the home and supporting us to speak to residents. Whilst in the manager's office a buzzer kept going off. The manager explained that this was a recording system which timed how long staff took to respond to resident's buzzers (resident/nurse call system). This would ensure none of the residents were waiting too long to be attended to.

We were informed that the home had 41 beds and included residents with early onset Dementia

We were shown the two dining rooms, one for the more able residents and one for residents needing assistance. The one for those needing assistance was about to be refurbished (new flooring and tables for easier cleaning and access to tables when using equipment). There were 2 lounges; one was a quiet lounge and the other the tv/activities lounge. The chairs were grouped together and some on their own if residents are with family or wish to sit on their own. Books, cd's, and dvd's were available in the lounge areas.

There were rooms upstairs are only accessible by the stairs as there was no lift. There is also an onsite laundry.

The home was decorated with pictures, artificial flowers and ornaments. There were various noticeboards around the home, including one with previous activities on. Another noticeboard had the BUPA values on and there was also a residents and relatives noticeboard.

One resident told us "I have been here 19 months and am very happy, content and well cared for".

A friend of a resident said "She wouldn't be alive if she hadn't come here".

## Access to Health Services

Care staff check with residents in the mornings to see if any resident wants or needs to see a GP.

Staff use a direct phone number to CHoC if they need to get the out of hours service.

A District Nurse comes in every day to the home to see the residents and carry out any treatment.

The manager told us that it was difficult to get a domiciliary visit from a dentist and where able residents often go out to access these services.

The home also gets regular visits from an Optician and both Private and a NHS visit regularly.

## Activities

We were told that the home have an activities Co-ordinator but on the day of our visit she was absent. The home were in the process of appointing/engaging a new Co-ordinator as the present one was transferring onto Care.

Current activities included a gardening group, musical activities (organist), and indoor bowls. There were no day trips planned but residents are able to go out with family for day trips if they want to. There were entertainers who visited and crafts events such as jewellery making took place. There is a hairdresser that visits the home regularly.

The manager told us that residents can go to church services if they wish to.

One resident told us "I would like to go for more walks but I can't walk very far".

## Meals

There is an open visiting policy, however mealtimes are protected, and residents can sit in their own rooms with family if preferred.

The home has a "Resident of the Day" who is asked to feedback about the meals for that day.

Food is cooked fresh on the premises - there is a regular menu which changes in the winter and summer. Menus were available on noticeboards.

Residents told us that the "Food is good".

## **Recommendations**

As discussed with the manager it would be beneficial for an activities co-ordinator to be appointed as soon as possible to ensure activities are regular and stimulating for all residents. The manager acknowledged that the recruitment of the co-ordinator was important.

## **Response from service provider**

The Care Home Manager informed us that they were happy with the report and had no additional comments to make.