



# ENTER AND VIEW

## Wall Hill Residential Home

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

## ***Provider Details***

**Name:** Wall Hill Residential Home  
**Address:** Broad Street, Leek, Staffordshire ST13 5QA  
**Service Type:** Residential Home  
**Date of Visit:** 12<sup>th</sup> July 2017

## ***Authorised Representatives***

**Name:** Sandy Turner      **Role:** Co-Author and Observer  
**Name:** Glenys Robinson      **Role:** Co-Author and Observer

## ***Purpose of Visit***

To observe the physical environment of the home, and the inter-actions of staff and residents, and to capture the experiences and observations of residents, relatives, staff and managers

To follow up on a recent CQC report - CQC visited in February 2017 and published their report on 2nd May 2017, and although good in two areas, other areas required improvement. There were a lot of positives with good standards of care and responsiveness to resident's needs.

In particular, to check on

- Staffing levels, especially at mealtimes, and responsiveness to alarm calls
- The storage of medicine
- The storage of cleaning materials and access to the Laundry
- Furnishing and equipment of bedrooms
- The lack of a hoist and manual handling training
- DOLS assessments and staff training in the Mental Capacity Act and dealing with challenging behavior
- Provision of a dementia friendly environment
- Fire safety improvements
- The up-dating of the kitchen and installation of a dishwasher
- Improvement of activities available to residents, both inside and outside

## ***Physical Environment***

### **External**

Wall Hill Residential Home is a large old house, standing in its own grounds. The garden area was tidy and the outside of the building looked cared for. There is a car parking area within the grounds.

Fire safety improvements have been made - a steel fire escape replacing an old staircase and fire proof doors have been installed. We were advised that the changes have been approved by the Fire Service and an independent Fire Safety Consultant.

### **Internal**

The inside was freshly painted and appeared to be clean.

Changes have been made to provide a dementia friendly environment by fitting new flooring and plain carpets. Murals have been put onto walls. There are themed corridors and all bedroom doors have been fitted with a fake front door facia in different colours and numbered to help with recognition.

## ***Resident Numbers***

The home has capacity for 34 residents is currently full.

## ***Staff Numbers***

We were advised that staff levels have been increased since the CQC visit.

On a daily basis, there are 4 carers early morning, increasing to 5 for the morning and back to 4 for the lunchtime period up until 3 p.m. There are 3 carers in the afternoon and evening. There are 3 staff overnight.

There are 2 cooks to cover breakfast and lunch with 1 to cover tea.

There are 2 domestic staff daily in the mornings for 4 hours and extra cleaning by 1 domestic on two afternoons a week for another 4 hours.

## ***Agency Usage***

The home uses agency workers if needed and they are sourced from a single agency.

## ***Resident Experiences and Observations***

Resident and relatives are consulted with regard to residents care. A quarterly newsletter is produced by the owner and regular meetings are held and the views of the residents taken into consideration.

I Pads are used to 'Facetime' and 'Whatsap' resident's relatives who live some distance away.

The newsletter is informative, giving details of musical entertainment events arranged at the home, explaining the improvements that are being carried out, advising staffing changes, i.e. promotions, and details of residents meeting and what actions have been taken as a result of residents meetings.

We spoke with two residents - one of whom has been there for many years, who has flourished at Wall Hill and is very happy with the care she receives, saying they have seen her through some serious health issues. Another gentleman said little but was happily sitting in the entrance hall drinking coffee, reading his paper and monitoring the visitors coming in and out.

## ***Family and Carer Experiences and Observations***

Family and friends are able to visit freely and whilst we were present, visitors were coming and going most of the time.

## ***Activities***

Having a dedicated Activity Coordinator was discussed with the staff who voted to run activities themselves along with visiting instructors coming in to run such things as art classes etc.

There are regular musical events held, with a variety of performers coming into the home. Resident's birthdays are celebrated and an Easter party was held with entertainment, a prize raffle and a buffet tea.

Wall Hill have their own minibus, which the owner drives, and in fine weather they go for runs into the countryside and for viewing of special local events such as the annual Sunday Schools parade which took place recently. They received a dispensation to park in the Market Place so that residents could listen to the address by a visiting Bishop and see and hear the children singing.

When the weather is warm they have a Gazebo in the garden where they serve ice-cream to those who want it.

Any funds needed for activities are provided by the owners.

## ***Catering Services***

The kitchen has been fully refitted and had a 4 star hygiene rating. There are three upright freezers situated in the cellar and a dishwasher has been installed.

There is a 4 weekly menu and advice is taken from a dietician.

The colour of the table cloths is changed daily, we were advised that this is helpful to the residents living with dementia.

## ***Staff Experiences and Observations***

The staff appear to interact with residents very comfortably. Dignity and respect was evident and we were assured that no member of staff enters anyone's room without knocking first.

The current owners bought Wall Hill approximately twelve months ago and in that time major changes have taken place. They are both very enthusiastic and keen to make the environment a happy place for both residents and staff. The owners travel some distance each day to the home and have a clear policy of openness among themselves and the staff. This is viewed as an essential part of running a happy establishment. At weekends, the Deputy Manager is present if the Manager is not at the home over a weekend.

The owners are extremely IT literate and all records are stored digitally and can be accessed in seconds on the 'Care Doc' system. There is one computer and one laptop in the main office and one laptop in the clinical room plus three I Pads for staff use. All staff record the daily notes / incidents etc. on these. Should a resident need hospitalisation, then a full record of their clinical needs, relative details etc. is immediately available to emergency staff.

Staff seemed happy with the changes being made and could see the benefits for all. For those who were not computer literate there was plenty of support offered.

## ***Summary, Comments and Further Observations***

With regard to the storage of medicines, there is now a designated Clinical room, which is entered by a key pad, with only the staff and visiting nurses aware of the key code. Inside the room there are locked trolleys and cabinets and a couch for nurses to use for applying dressings etc.

The owners have liaised with the three GP Surgeries in Leek and the GP's review medication of residents every six months. Medication such as laxatives are only given when advised by visiting nurse.

There is now a written protocol on medication usage and staff have all received training in the use of medicines including storage and application of topical creams.

All chemical and cleaning materials are now stored in a locked cupboard and the Landry room is now kept locked.

A hoist has recently been purchased and staff have completed training in the use of the hoist and manual handling.

Staff training is done on line and in house. Care staff are all NVQ Level 2 and some Level 3. Senior Carers are Level 3. The Deputy Manager is Level 4 and the Manager is about to complete Level 5.

Staff have received training in the Mental Capacity Act and are familiar with DoLS. DoLS assessments are as up to date as possible with computerised records kept and notes when requests to Social Care for assessments / updates were made. Staff have also received specific training to deal with challenging behavior.

The general feeling is that there have been huge improvements made at Wall Hill to the benefit of both the residents and staff.

## ***Recommendations and Follow-Up Action***

We introduced the idea of notices being attached to doors when personal care was taking place and this was well received.

## ***Provider Feedback***

*The authorised representatives were very quick to put the providers at ease. They made the purpose of their visit known from the outset and dealt with their questions in a progressive and fair manner. The representatives allowed time for the office to deal with a couple of incidents and remained calm throughout.*

*It was refreshing to note that they walked around the building so that they could observe activities taking place as well as how the home was functioning on a normal day.*

*Healthwatch Staffordshire have visited previously, when they were researching activities in care home and following that visit a lot of the ideas were taken into account and implemented.*

### **DISCLAIMER**

*Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.*