



Enter and View visit report
Hall Green Care Home

16/11/2017

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Hall Green Care Home, 107 Hall Green Road, West Bromwich B71 3JT

Acknowledgments

Healthwatch Sandwell would like to thank the management of Hall Green Care Home, staff, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. 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.

Visiting Team

The team of authorised representatives carrying out this visit were Khush Chahal, Percy Eamus, Brenda Jones and Glenn Jones. They were accompanied by our staff support officer Melissa Elders and Ian McGarry.

Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced to the home prior to our arrival.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

Hall Green Care Home, West Bromwich is a modern residential home that provides care for older people and specialises in dementia care. It is part of Sandwell Community Caring Trust, which is a non-profit group.

Overview

At Hall Green Care Home reception, we were asked to produce our ID badges and sign their visitor's book. The reception was well maintained and clean. Information (CQC report, residents mail and activities folder) was available to visitors, and our Healthwatch Sandwell poster informing relatives of our upcoming visit was visible.

In the reception there was 3 wheelchairs, which had 'do not use' notices on them.

Hall Green Care Home has a capacity of 62 residents and at the time of the visit there was 51. The residents live over 3 floors, and the second floor is the Assessment Unit. They have 6:1 resident to staff ratio in the day and 10:1 resident to staff ratio at night. At the time of the visit we were informed there would be 11 staff members present to cater for the all the floors, 3 of which were senior members of staff.

All the rooms have en-suite with ample space. The rooms we observed looked clean and tidy.

Each floor has an open plan comfortable lounge with dining space and basic kitchen area. There are also quiet areas for residents who would like time to themselves to read etc. Residents have access to an onsite hairdresser twice a week.

Summary of findings

At the time of our visit, the evidence is:

- The residents are well cared for
- A clean and safe environment
- Friendly atmosphere
- Approachable staff

Additional findings

Consideration could be given for more rehabilitation equipment in Assessment Unit to aid rehabilitation for the residents, e.g. white goods.

Recommendations

We have no recommendations at this point.

Service Provider response

Thank you for the prompt return and professionalism your team showed on the day of the visit.

Results of Visit

Residents

During the visit 6 residents were spoken to and they stated they were happy with the care they were receiving. Residents were appropriately dressed and made use of the onsite hairdressers. We were told that staff are approachable and caring.

On the first floor of the day room, the residents were having a sing-song. We could see that the residents were involved in games to stimulate the mind.

Staff

They have comprehensive training through the Distance Learning NCFE and have regular supervision. They are currently giving NVQ training to two apprentices. The manager likes encourage staff to progress and work their way up.

The manager praised the Quality Team at Sandwell Council for the support they have given him since taking up this position.

They also have good links with Edward Street Hospital that specialise with dementia. They are keen to develop services to help residents with dementia have a homely experience.

We spoke to 5 staff members, and they told us they were content, and confident with tasks at hand and support was there when required. The manager was available for further for support too. They felt the training was suitable and sufficient.

We were told that staff turnover is low.

Visitor and Relatives

Prior to the visit relatives and visitors were given an opportunity to complete questionnaires we sent out. 9 were completed by relatives giving positive reviews.

Feedback received include:

- Can't fault it
- Well run and activities provided
- The home is cleaner than mine
- One of the better ones

Environment

- The reception was well maintained and clean
- All the rooms have en-suite with ample space
- The rooms we observed looked clean and tidy
- Residents have access to a garden area

A member of staff mentioned that it would be helpful to have more equipment in the Assessment Unit to aid rehabilitation for the residents, e.g. white goods.

Interaction between Residents and Staff

Staff were observed comforting a resident and others seen engaging with them during activities.

Involvement in Key Decisions

The home has an 'open door policy' regarding any issues raised by relatives, and try to action them efficiently. Relatives also have the option to attend the monthly meetings.

Assessments of Needs, Care Planning and Complaints procedure

The manager stated that they have a thorough assessment process for new residents and believe that needs of any new residents must be met, but also not harm the dynamic for the current residents. Concern was expressed that, occasionally, assessment paperwork from the local authority was not always accurate.

Staff feel they have done a good job when residents can call Hall Green Care Home their home.

In the last 12 months they have had 5 complaints, which had been dealt with accordingly. Within the same period, they have had 6 compliments.

All the staff have full access to care plans and update when appropriate. They are kept in main office.

We were told that they have strict procedures for dispensing medication. All medication must be double checked, along with a photograph of resident to make sure the right resident receives medication. We observed 2 members of staff locking away medication trolley.

Food

There was plenty of choice noted on the menu and it is updated daily. They make sure that residents get food that was culturally appropriate and meets dietary needs e.g. diabetes. They have a protected meal times, but also flexible if a family member wishes to feed a resident.

There was a good selection of drinks to make sure their fluid intake is kept up. They also have the supplement drinks to increase nutrition, when required.

Residents are weighed monthly and more often if required.

Activities

They are always trying to improve activities that are available to residents and find out what they would like to do. We were told that residents are involved in a variety of activities, such as light exercise, memory games, dolly therapy, bingo, pot planting, baking, pamper sessions, African drumming, visits to the garden centre and animal visits e.g. Shetland ponies.

Residents were able to choose if to get involved with activities or not.

What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. 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 - 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 Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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