

Enter & View

Report

Mill Hayes Residential
Home (follow up visit)
5th March 2018



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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: Mill Hayes Residential Home
Address: 72 Mill Hayes Road, Knypersley, Staffordshire. ST8 7PS
Service Type: Residential Home
Date of Visit: 5th March 2018

Authorised Representatives

The visit was made by two Authorised Representatives of Healthwatch Staffordshire.

Purpose of Visit

This visit is a follow up visit to the last Healthwatch visit of 10th August 2017.

The main areas to follow up on are as follows:

- Were the roof repairs completed and has that been successful in stopping the leak? (Information was given to us by the manager at a later date after the visit that repairs to the roof were being made.)
- Has the upstairs landing now dried out and have repairs to the plaster been made yet?
- If so, has the area been redecorated?
- Have repairs been made in the bathrooms where necessary?
- Have floor coverings been replaced where necessary?

In addition, since the Healthwatch visit CQC have published a report, and they had found some improvements had been made. There are one or two areas that they highlighted that it would be useful to see if any changes have been made, such as availability of activities. The home was found to be good in caring, requiring improvement in some other areas and the lack of maintenance of the building was noted as a breach.

In view of the CQC report, information on activities available and any support given to residents to follow their interest and hobbies would be of interest.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
- Speak to staff about training, turnover, support staff levels.
- Observe interaction at all levels between residents, staff manager, and visitors.

Background Information

At our last visit, we were advised that the property had been provisionally sold, but since then the sale has fallen through. The owner has now employed the services of a Consultant to assist with making improvements to the home. This has led to a Consultant being at the home approximately three days per week for some time and as a result many changes have taken place, details of which are to be found in the following report.

Physical Environment

External

There is a keypad entry box on the front door with CCTV camera.

The garden to the side of the building, where previously there was an area of dangerous decking, this has now been replaced with a paved area containing a wicker table and chairs. We were advised that within the next few weeks a greenhouse will be erected along with raised planting areas.

The roof of the building has been retiled where necessary and the ridge had been mended. This has solved the issue of water getting into the property.

Internal

The COSHH cupboard (for secure storage of cleaning chemicals) and laundry doors have now had key pads fitted.

A completely new kitchen has been fitted.

The area on the upstairs landing where the water had run down the walls has been dried out, the areas have now been re-plastered and decorated, which is a big improvement.

All empty bedrooms have been redecorated, re-carpeted and new sinks fitted. New bedding and curtains have been supplied. The bedding is now personalised to individual residents and where appropriate new furniture has been bought. This again is a significant improvement and will make a more pleasant environment for the residents.

The small room off one of the lounges is still being used as a store room. The Manager told us there was nowhere else to keep wheelchairs etc.

Resident Numbers

There are 9 residents at present, although the home has a capacity for 16 residents.

Staff Numbers

The Manager and Deputy Manager remain the same as our last visit. There is a regular presence from a Consultant at the current time assisting the management to make improvements to the home.

Resident Experiences and Observations

It was explained to us that all the residents now have new files and records are now loaded on the Computer so that they can be updated with ease.

The Manager advised that they have recently spent approximately £900.00 on replacing items such as waste bins, mirrors, bedding, curtains, towels etc. and this will make a positive difference to the comfort of the residents.

The residents we spoke with were cheerful and said the food was good, although one lady did say 'there nothing to do here' but we feel that may be a personal opinion, as the home is trying to make improvements to the activities available to residents.

Family and Carer Experiences and Observations

There were no family members present at the time of our visit.

Activities

The Manager has purchased some new Activity supplies, including games, jigsaws and a Bingo set.

The Activity coordinator works 7 hours per week with the other Care staff organising activities when she is performing her caring role.

A copy of the Healthwatch Staffordshire "Living not existing" leaflet was left with the Activity Coordinator as it can provide information and ideas on activities and provide details of resources that could be beneficial to the home.

Catering Services

Following the installation of the new kitchen, Mill Hayes are awaiting a hygiene inspection. The previous rating has been 3*, and the home are hoping and expecting an improvement in this rating.

Residents that we spoke with said that the food was good.

Staff Experiences and Observations

The Manager advised us that following the improvements they are still in the process of completing paperwork for the Local Authorities of Staffordshire and Stoke on Trent, with a view to being able to receive placements from the Local Authorities.

Staff training in Moving and Handling is ongoing.

The Manager has had her first ever 'supervision' with the Consultant and now she and the Deputy Manager are arranging supervision with the other members of staff.

Summary, Comments and Further Observations

The atmosphere when we entered Mill Hayes was so different from the last time we visited. Staff were noticeably happier, more chatty and engaging with the residents. The decor was brighter, carpets had been replaced, new chairs purchased so the environment is now greatly improved.

The positive changes at Mill Hayes are evident as soon as you enter the building and with the help and advice from the Consultant and the work of the management it appears to be a much pleasanter place to live.

Recommendations and Follow-Up Action

Any future visits would like to see that the improvements are ongoing, to follow up on activities available to the residents. It is hoped that the improvements to the garden, with the new patio, seating, raised beds and greenhouse will have been able to be enjoyed by the residents. I would also be interesting to see if the staff are receiving regular supervision.

Provider Feedback

Healthwatch received the following feedback from the Manager at Mill Hayes.

When asked what they felt worked well about the way the Authorised Representatives carried out the visit, the Manager advised.

Both ladies introduced themselves and were polite and friendly. I felt that they were impressed with the recent refurbishments to the home and gave me positive feedback.

When asked if there were any aspect of the visit they felt did not work well or could be improved, the Manager advised.

More in depth conversations with residents and their relatives. Maybe relatives can be sent surveys prior to a visit with an invite to meet them. We do 6 monthly surveys ourselves which, with consent, may be looked at.

When asked, as a provider of a service, did the Enter & View visit help you to identify areas for improvement and if so in what way, the Manager advised.

We appreciate input from all inspectors, residents, relatives and friends and strive to improve in all areas.

The Manager also provided some further information.

Background Information - The manager advised that the consultant was an independent consultant, and not supplied from a firm.

Physical Environment - The keypad & CCTV has been in situ for about 8 or 9 years.

The greenhouse is now up and running!

Resident Experiences & Observations - The one lady who said “there was nothing to do here” actually attends 2 activity sessions a day. Everyone is asked for a choice, morning and afternoon, from Quiz’s, jigsaws, knitting, bingo, craft or art work etc. The activities of the day are written on a board on a daily basis. Once the weather improves, we will be arranging more trips out.

Follow up Action - Raised beds have been made and we are awaiting better weather in order that some residents can plant them up.

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.



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