



## **Enter and View Report:** Heathercroft Care Home

Date of visit: Thursday 15<sup>th</sup> March 2018

Report published: Thursday 7<sup>th</sup> June 2018

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# Background

## What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services. We are a Charitable Incorporated Organisation, with a Registered Charity Number of 1172704.

## What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, 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 (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared. Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

## Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by the Healthwatch Warrington team and some of the text has been formatted to allow for easy reading. The essential facts of the visiting team's reports have not been altered.

## Acknowledgements

Healthwatch Warrington would like to thank everyone at Heathercroft, and in particular Julie Haughton (Home Manager) and Martin Neale (Quality Manager) for welcoming the visiting team and taking the time to answer their questions.

## Purpose of the visit

As part of Healthwatch Warrington's Enter and View programme, visits are made to local residential homes and care facilities in accordance with information received from the local public, service users, carers and monitoring authorities. It is important to note that although the team may identify specific areas of focus ahead of the visit (based on intelligence received); they also take into consideration a provider's stated values when making observations at the home.

# Details of the Visit

## Details of the Service

Heathercroft is a two storey, purpose-built residential care home (split into three areas) and is owned by Ashberry Healthcare Limited. The home provides residential and nursing care for up to 88 residents in total; however there has been a voluntary embargo on admissions to the home since February 2018. The Company had made a decision to no longer accept residents living with Dementia who required nursing care and as a result Ashcroft Unit which accommodates this level of care had only seven residents. The Care Quality Commission conducted a routine, unannounced visit to the home on 7<sup>th</sup> and 8<sup>th</sup> August 2017 and rated the home as 'Requires Improvement'. The Care Quality Commission (CQC) conducted its latest inspection at the home on 10th January 2018, following concerns raised about a specific incident; however, the report had not been published at the time of the visit from Healthwatch Warrington. The full CQC inspection report can be found online: [http://www.cqc.org.uk/sites/default/files/new\\_reports/INS2-4722384643.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/INS2-4722384643.pdf)

## Location, Date and Time

The visit took place at Heathercroft Care Home, Longbarn Lane, Woolston, Warrington, Cheshire, WA1 4QB, on Thursday 15<sup>th</sup> March 2018, from 6:30pm - 8:35pm.

## Healthwatch Warrington Representatives

Adrienne Roberts - Healthwatch Warrington, Volunteer Co-ordinator and Enter and View Authorised Representative

Jim Sinnott - Healthwatch Warrington, Enter and View Authorised Representative

## Service Staff / Named Contact

Julie Haughton (Home Manager)

### Spotlight on Values - Dignity and Respect

According to Ashberry Healthcare's website (<http://www.ashberry.net/heathercroft-care-home.html>), the provider's mission is to be : 'committed to ethical and accountable practice based on the doctrines of respect, clarity and transparency in all our dealings with Service Users, Relatives, Stakeholders and Staff.'

The provider's values centre on the concepts of 'dignity' and 'respect'. This is reflected in Ashberry Healthcare's aim to provide support for older people and states that 'In our care, residents and their families are at the heart of everything we do and are always treated with respect and consideration.'

As such, the visiting team would expect to see these values reflected in the lived-experiences of residents and care recipients, which would allow the team to consider whether the provider is meeting their stated mission objective.

## First Impressions, Entrance and Reception Area

Heathercroft Care Home is situated in a residential area of Woolston and is sign-posted from the main road. The entrance sign for the facility was clear and there is a large car park, which had ample parking at the time of the visit. The visiting team noted that the facility is housed in a well-presented, two storey building, which features a well-maintained garden area. The building is set back from the road, with easy access to two reception areas at the front of the building; one to the left (Ashberry House) and one to the right (Heathercroft). The front of the building was clean, tidy and free from litter. In terms of access by public transport, a bus stop is located nearby.

The entrance doors are kept locked and access is gained by pressing a buzzer. There is also a keypad. The entrance doors were suitably wide enough for wheelchair access and could be approached with ease. Upon entering the building via the Heathercroft entrance, the reviewers were required to sign in and hand sanitizer is available for use by all visitors.

The reception area appeared welcoming and was clean and tidy, with no unpleasant odours. There was no 'who is who' board, which is useful for visitors in identifying staff and their roles. There was a compliments and complaints book that was placed in a prominent position.

On arrival, the visiting team were greeted by Julie Haughton (Home Manager) and Martin Neale (Quality Manager), Both spent time with the review team, discussed recent changes/improvements and answered questions. Both Managers are new in post. The Home Manager has been in post since November 2017 and the Quality Manager since February 2018. Both appeared enthusiastic about their roles and the improvements that they had implemented at Heathercroft in the short time that they had been in post.

## Activities and Leisure

Heathercroft had recently recruited another Activities Co-ordinator and at the time of the visit, had two full-time Activities Coordinator in post. The activities schedule had been extended and a well organised activity board clearly displayed all the planned activities for the week. Some activities were observed during the visit and these included a quiz and a sing-along. The home has purchased activity equipment from Active Minds, which includes materials required to undertake a variety of specific activities. Activities have been planned in agreement with residents and relatives, and this includes plans to develop Life Story books and boxes.

## Food and Refreshments

The main kitchen and dining room are situated on the ground floor and located on Heathercroft Unit. The dining room is spacious and decorated to a high standard. The tables are nicely set and include tablecloths, placemats, serviettes, table decorations and condiments. Some of the tables have been raised to accommodate specialist seating and wheelchairs.

Meals are prepared in the kitchen and taken to all dining areas by heated trolleys. There were menus on display and meal options were provided at all meal times.

Drinks and snacks (such as biscuits, cake and crisps) are available and residents were observed to be provided with hot drinks during the visit.

## Clinical Observations: Cleanliness, Infection Control and Medicines Management

Medication is stored in locked cupboards and trolleys. Medication fridge temperatures are checked daily; however, on examining the charts, some days had previously been missed. This had been picked up by one of the Team Leaders and she is monitoring the charts. At the time of the visit the reviewers observed two members of staff dispensing medication from a medication administration trolley

which was located in one of the communal areas. The staff wore tabards to alert people that they should not be disturbed during the medication administration procedure and this is recognised as good practice. 'Well pads' are used to electronically record medication administration and regular reviews are undertaken with the support of the Community Pharmacist.

Staff working at Heathercroft wear uniforms and all appeared to be well presented and were friendly and helpful towards the review team. Some members of staff were observed to have portable hand gel dispensers on their person. However, hand gel dispensers were situated in reception, at the entrance to the units and in toilets/bathrooms.

The home is clean, bright and well furnished throughout. Chairs and sofas are made with wipeable material and all unsuitable items of furniture have recently been replaced.

### **Smoking**

Residents and staff can smoke outside of the facility, in designated smoking areas.

### **Administration, Staffing and Staff Training**

There are three units at Heathercroft Care Home: Heathercroft Unit for people with nursing and personal care needs; Ashcroft Unit for people with nursing needs living with Dementia and Ashberry Unit for people living with dementia. On the day of the visit, there were 65 people living in the home.

Following the Care Quality Commission inspection in August 2017, there had been an increase in staffing numbers for each shift. This was done with the use of a dependency tool to determine the ratio of staff to residents and depending on the needs of the residents.



Heathercroft Unit is on the ground floor and accommodates up to 44 residents. The staffing numbers are:

- 1 Qualified Nurse - morning/afternoon/night
- 1 Team Leader - morning/afternoon/night
- Care Staff - 6 morning/6 afternoon/ 3 night

Ashberry House is built on two floors and accommodates up to 28 people. The staffing numbers are:

- 1 Team Leader - morning/afternoon/night
- Care staff - 5 morning/5 afternoon/ 4 night

Ashcroft Unit is a ground floor unit which accommodates residents living with dementia who require nursing care. At the time of the visit there were seven residents who were either moving to Ashberry Unit, Heathercroft Unit or transferring to another care home. The staffing numbers were:

- 1 Nurse morning and afternoon
- 1 Care staff morning and afternoon
- 1 Team Leader at night
- 1 Care Assistant at night

Following the transfer of the residents from Ashcroft Unit, there are plans to integrate Ashcroft Unit and Ashberry House to provide residential care for those residents living with dementia.

The Home Manager stated that there had been some recruitment problems, and this had led to difficulties in recruiting permanent members of staff; however, she was confident that the staff would be more likely to remain at Heathercroft because of the improved induction and the availability of training. There is access to National Vocational Qualifications (NVQs), e-learning and face to face training.

The management structure at the home has recently changed since the Home Manager came into post. There are now two Care Managers and one Clinical Lead, reporting directly to the Home Manager, and this is improving access to supervision for junior members of staff.

The home continues to use agency staff to cover vacancies and staff sickness. They are requested from four agencies and tend to be staff that have worked at Heathercroft previously and are familiar with the residents. There has recently been a reduction in sickness levels amongst staff and this is being viewed as a positive indication that staff are happier since staffing levels have been increased.

On the evening of the visit, there appeared to be several staff members visible and interacting with residents in all three units. One member of staff was interviewed, and she stated that she had worked at the home for 15 years and stated that “the increase in staff has made a big difference and has improved staff moral”. Another member of staff stated that “It is much better now and Julie (the manager) is lovely”.

The home was issued with an improvement plan following the Care Quality Commission (CQC) inspection in August 2017. Regular updates are provided to the CQC and Warrington Borough Council and recommendations are being actioned. The Home Manager and Quality Manager both felt that communication and the audit cycle had improved. They were asked about support from the senior management team of Asberry healthcare and they described being supported.

The Managing Director and the Director of Care and Quality were present at the home on the evening of the visit and informed the review team that they regularly attend the home at various days and times to meet with the staff team and provide support.

### **Admission and Discharge**

In relation to admission and discharge processes at Heathercroft Care Home, all residents are assessed prior to admission and dependent on need, either nursing or residential care is provided.

The home provides varying levels of care from short-stay respite to End of Life care. Some residents have lived at Heathercroft for several years and the longest resident currently living in the home is approximately seven years.

There was a voluntary embargo on admissions to the home at the time of the visit. The number of residents has gradually decreased, and the planned change of use of Ashcroft Unit was progressing to completion within a few weeks.

### **Privacy, Dignity and Treating People as Individuals**

During the visit, staff were observed to be caring, respectful and professional. Care staff were observed to knock on bedroom doors and bathrooms/toilets before entering. The review team observed several bedrooms as they were escorted around the building. The bedrooms were decorated with personal effects, including photographs, ornaments and furnishings. They gave the rooms a 'homely' appearance. Most bedrooms had a photograph of the resident, alongside their name, attached to the wall outside of the room and the doors were painted to resemble the front door to a house. The corridors had street names and the walls were decorated in brick effect wallpaper. All this gave the appearance of a street and was considered by the review team to create a pleasant, non-clinical environment.

In terms of facilities, Heathercroft Care Home was clean, tidy and well furnished. There are several social and dining areas, including a lounge that is designed to look like a traditional pub, which has a bar area and an American themed diner. There are lots of pictures and reminiscence memorabilia around the home.

The units are mixed sex, with no segregation of men and women. All bedrooms are single rooms and some of the bedrooms have en-suite facilities. There are bathrooms and toilets on each unit and they were very clean, well maintained and decorated with pictures and bright colours which gave the appearance of being non-clinical. The bathrooms and toilets on Ashcroft unit had picture signs on the doors to aid recognition for those residents with cognitive impairment.

The visiting team was shown the laundry rooms, where each resident has a laundry box in which their personal clothing is stored. These rooms appeared well organised and tidy.

### **Safety**

Visitors to Heathercroft are requested to sign in/out at reception and the doors are kept locked at all times. Entry from one unit to another can be gained through locked doors and overall security appeared to be good.

The visiting team also considered aspects of the physical environment in terms of safety. For instance, the assisted bathrooms observed by the visiting team were clean and free from clutter. They are equipped with adaptations and lifting equipment and staff are trained in the use of hoists.

Corridors were clear of obstructions and fire exits were clearly signed. A lift is available to access the first floor and the door to the staircase is secured with key pad entry for the safety of residents.

### **Encouraging Positive and Respectful Attitudes**

The visiting team observed that staff were respectful in their interactions with residents. It was evident that relationships between staff and residents were good.

It was not possible to speak to relatives because there were no relatives at the home during the time of the visit; however, this was likely to be because the visit took place from 6.30pm onwards.

## Other Comments

Leadership and management has improved with the appointment of the new Home Manager, Quality Manager, and the introduction of a new management structure. As a result, all staff that spoke to the visiting team stated that moral had greatly improved.

The gradual change of use of Ashcroft Unit is being achieved by working with Warrington Borough Council and other local authorities. Relatives have been fully involved with the placement of their family members.

The visiting team was given the opportunity to visit all areas of the home and received a friendly response from members of staff. The lounges/social areas had at least one member of staff sitting with the residents providing group and individual interactions and most of the residents had not retired to bed when the visit ended at 8.35pm.

## Recommendations

1. **Staffing levels and recruitment:** The review team found that the increase in staff numbers had not only improved patient safety and wellbeing; this had greatly improved staff moral and it is recommended that current staffing levels are maintained in the long term.
2. **Dementia friendly signage:** There were picture signs on doors on the Ashcroft Unit and it is recommended that these are used throughout the home. This could impact positively on the wellbeing of service users.
3. **'Who is who' board:** It would be helpful for residents and visitors if a 'who is who' board was on display in the reception areas to inform them of the names and job roles of the staff team.

## Distribution List

This report has been distributed to the following:

- Warrington Borough Council
- NHS Warrington Clinical Commissioning Group (CCG)
- Care Quality Commission (CQC)
- Healthwatch England

## Appendices

### Appendix A

#### Response from provider

It was pleasant to meet Adrienne and Jim during the visit and I was pleased with their feedback at the close of the visit; their comments seemed positive in light of the information available about the home prior to their visit.

Kind regards

Julie Haughton

Manager

Heathercroft Care Home

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