



Enter and View Summary Report 2018/19

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Background and Purpose

About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumer's views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence health and social care services under the Health and Social Care Act 2012.

Healthwatch Rochdale listen to the views and opinions of local people concerning health and social care services such as hospitals, GPs, care homes and pharmacies. These views and experiences are used to improve the way services are designed and delivered.

Enter and View

Healthwatch Rochdale has statutory powers to enable visits to be undertaken at publicly funded health or social care premises, these visits are called 'Enter and View'. Enter and View visits are undertaken when Healthwatch Rochdale wishes to address an issue of specific interest or concern, but equally they can occur when an organisation has a good reputation. Enter and View visits allow fully trained Authorised Enter and View Representatives the opportunity to find out about the quality of services and to obtain the views of the people using those services.

Our Enter and View policy is available to view at www.healthwatchrochdale.org.uk

You may also wish to look at The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 available to view at http://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi_20130351_en.pdf

Background

Healthwatch Rochdale carried out a programme of Enter and View visits at nine local care homes from April 2018 - March 2019. The programme of visits followed a public consultation with Rochdale residents who informed us that they wanted our area of work to focus on nursing and residential homes in the borough.

Methodology

Care homes were selected randomly from across the four townships of Heywood, Middleton, Rochdale and The Pennines. All homes were notified of our intention to carry out a visit by both letter and email four weeks in advance. The Enter and View visits were based on eight care quality indicators developed by Independent Age. You can find more information on Independent Age and the eight care quality indicators at <https://www.independentage.org/policy-and-research/our-8-care-home-quality-indicators>

According to the indicators a good care home should:

- Have strong, visible management
- Have staff with the time and skills to do their job
- Have good knowledge of each individual resident and how their needs may be changing
- Offer a varied programme of activities
- Offer quality, choice and flexibility around food and mealtimes
- Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
- Accommodate residents personal, cultural and lifestyle needs
- Be an open environment where feedback is actively sought and used

Enter and View Representatives

Our visits are led by Healthwatch Rochdale staff members but our Enter and View team also includes voluntary members who are passionate about local health and social care services and reside in the Rochdale borough. Our representatives are:

- Alex Leach
- Claire Birch
- Jane Jackson
- Emma Radcliffe
- Karen Kelland
- Dave Logan
- Monica Oliver
- Beryl Richmond
- Elizabeth Williamson

At a glance

2018/19 Enter and View Programme

We carried out Enter and View visits at 9 different care homes



We spoke to 81 residents, family members, staff members and managers



We made a total of 47 recommendations



Received a response to our recommendations from four care homes



We published 9 Enter and View Reports



Our volunteers contributed a total of 81 hours visiting local care homes



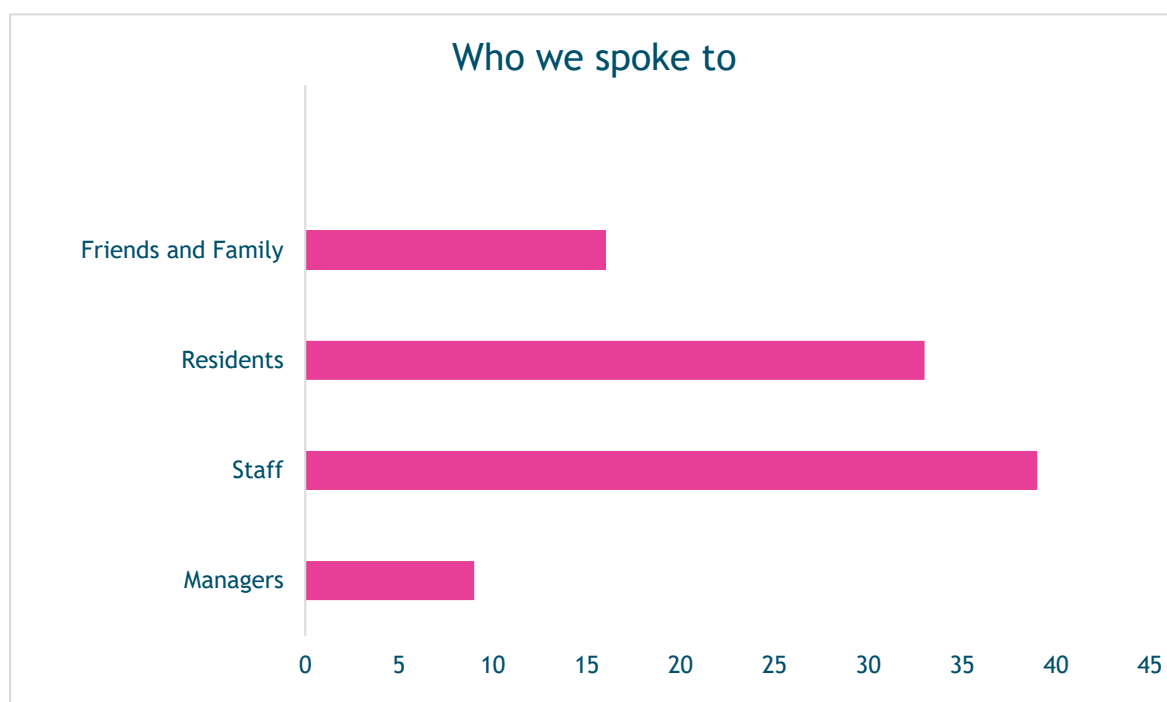
Nursing and Residential Home visited

Residential/Nursing Home	Date of Visit
Carders Court	07.06.18
Braeside Care Home	12.07.18
The Riverside Nursing Home	27.07.18
Rosemary Care Home	20.09.18
Briarmede Care Home	17.10.18
Highfield Manor Care Home	16.11.18
Half Acre House Care Home	17.01.19
Little Heaton Care Home	07.02.19
Four Seasons Residential Care Home	25.02.19

Who we spoke to

As part of our Enter and View programme we spoke to:

- 9 Care Home Managers
- 39 Care home staff members
- 33 Residents
- 16 Family members and friends



Key themes

The main themes identified in the visit were around care home staff, activities and feedback. We found there were inconsistencies between homes regarding the quality of activities offered. Some homes offered a wide range of activities tailored to individual interest and preferences and others offered a narrow range of unvaried activities that were not tailored. We also found that not all homes offered activities outside of the home and some homes did not have a suitable outside area for residents. Our findings demonstrated that homes were not always effective in showing how providing feedback can influence changes within the home. We found that when speaking to care home staff they did not always have a good overall knowledge and were not able to provide comprehensive information.

Recommendations made

We made a total of 47 recommendations based on the eight quality care indicators as follows:

- Have strong and visible management - **6 recommendations**
- Have staff with the time and skills to do their job - **8 recommendations**
- Have good knowledge of each resident and how their needs may be changing - **6 recommendations**
- Offer a varied programme of activities - **8 recommendations**
- Offer quality, choice and flexibility around food and mealtimes - **5 recommendations**
- Ensure residents can regularly see health professionals such as GPs, dentists, opticians and chiropodists - **1 recommendation**
- Accomodate residents, personal, cultural and lifestyle needs - **2 recommendations**
- Be an open environment where feedback is actively sought and used - **11 recommendations**



Impact

Response from Care homes

Out of the nine care homes we visited, four homes provided us with a response to our recommendations and five homes;

Care homes who did respond	Care homes who did not respond
Carders Court	The Riverside Nursing Home
Braeside Care Home	Highfield Manor
Rosemary Care Home	Briarmede Care Home
Half Acre House	Little Heaton
	Four Seasons

Feedback, Information, Advice and Safeguarding

We saw feedback, information and advice requests increase by over double compared to the previous year.

Between April 2018 and March 2019 Healthwatch Rochdale received **14** pieces of feedback and requests for information and advice regarding Nursing and Residential homes from residents in the Rochdale borough. From this information **7** safeguarding alerts were raised with Rochdale Adult Social Care and **1** issue was also passed over to the Care Quality Commission (CQC).

In comparison between April 2017 and March 2018 we received **6** pieces of feedback and requests for information and advice regarding Nursing and Residential homes from residents in the Rochdale borough. From this we raised **4** safeguarding alerts with Rochdale Adult Social Care.

Next Steps

Following on from our 2019 public consultation it has been decided that Healthwatch Rochdale will continue an Enter and View Programme in local care homes for 2019/20. The programme will consist of 9 visits from May 2019 - March 2020. To ensure that our Enter and View visits are effective, and our recommendations have an impact we recommend adding the following steps to future visits:

- Carry out a pre visit meeting with the care home manager to discuss the role of Healthwatch Rochdale, the Enter and View visit and what to expect following the visit
- For Healthwatch Rochdale to use their statutory powers to ensure that providers acknowledge receipt of a report
- For Healthwatch Rochdale to use their statutory powers to ensure that providers provide a response to our recommendations within twenty working days stating either:
 - a) What action they intend to take in respect of the report and recommendations
 - b) Providing an explanation as to why they do not intend to take any action in respect of the report or recommendations.

Healthwatch Rochdale will also be publishing a document to aid those choosing a residential and nursing home.

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Contact us



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