

## Enter and View Report:



## Callands Care Home

Date of visit: 5<sup>th</sup> February 2019

Report published: 16<sup>th</sup> April 2019

# List of Contents

## Background

- What is Healthwatch Warrington?
- What is Enter and View?
- Disclaimer
- Acknowledgements
- Purpose of the visit

Pages 3 - 4

Page 3

Page 3

Page 3

Page 4

Page 4

## Details of the Visit

- Details of the service
- Location
- Date/Time
- Panel Members
- Provider Service Staff

Pages 4 - 5

Page 4

Page 5

Page 5

Page 5

Page 5

## Results of the Visit

- Spotlight - Activities Programme & Person-Centred Approach
- First Impressions
- Entrance and Reception Area
- Activities and Leisure
- Food and Refreshments
- Cleanliness, Environment Infection Control
- Administration
- Admission
- Staffing and Staff Training
- Privacy, Dignity and Treating People as Individuals
- Safety and Security
- Other Comments

Pages 6-16

Page 6

Page

Pages

Pages

Page

Page

Page

Page

Page

Page

Page

Page

## Recommendations

- Distribution List
- Appendices

Page

Page

Page

# 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.

## 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 E&V 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 Adrienne Roberts as the visit lead and some of the text has been formatted to allow for easy reading. The essential facts of the team's reports have not been altered.

## Acknowledgements

Healthwatch Warrington would like to thank everyone at Callands Care Home for their welcome, and in particular, Joanne Goodwin (Registered Manager) who made time to share information with the team and answer questions.

## Purpose of the visit

On 6<sup>th</sup> February 2019, Healthwatch Warrington visited Callands Care Home to conduct an announced Enter and View. The home was inspected by the Care Quality Commission on 5<sup>th</sup> February 2018 and had been rated overall as ‘Requires Improvement’. The home was also on a quality improvement plan with Warrington Local Authority; however, Joanne reported that in January 2019 they resumed regular monitoring as they have made good progress.

The Healthwatch visiting team was welcomed to the home and offered an escorted visit of the property. They were also encouraged to speak to residents, visitors and staff.

Healthwatch had previously visited the premises on 25<sup>th</sup> January 2018 and this report was subsequently published 28<sup>th</sup> June 2018. At the time of that visit Annette Moore was acting as the Turnaround Manager although she has now left Callands Care Home. Healthwatch Warrington had received intelligence prior to the visit that suggested that limited staff cover during the evenings had been impacting service user experiences.

# Details of the Visit

## Details of the Service

Callands Care Home is owned and operated by HC-One Limited. The home is a purpose-built, two-storey building, divided into five units (Coniston, Windermere, Grasmere, Ullswater and Lakeside), providing personal and nursing care for up to 120 people

(including younger adults and people living with dementia). Care Quality Commission (CQC) conducted an inspection at the home in February 2018 and subsequently rated the service as overall 'Requires Improvement'. The full CQC inspection report can be found online: <http://www.cqc.org.uk/location/1-319278933>

### **Location, Date and Time**

Callands Care Home, Callands Road, Callands, Warrington, Cheshire, WA5 9TS

Tuesday 5<sup>th</sup> February 2019.

The visit commenced at 1.30pm.

The visit ended at 4.00pm.

### **Panel Members**

Adrienne Roberts - Healthwatch Warrington, Enter and View Visit Lead

Lauren Roberts - Healthwatch Warrington, Enter and View Authorised Representative

### **Provider Service Staff**

Joanne Goodwin - Manager

## Spotlight on Values - accountability, involvement and partnership

According to the HC-One's website

(<https://www.hcone.co.uk/Carehomes/Callands.aspx>), the provider aims to create the “kindest care homes in the UK”. Underpinning this stated vision are three principles;

- Accountability - all employees (as individuals and teams) are responsible for ensuring that a home environment is created that residents enjoy living in
- Involvement - residents and their families should be consulted and listened to at every stage - to make sure their individual needs are met, and the expertise of staff is harnessed to improve the experience for everyone
- Partnership - the provider believes that only by working respectfully and successfully together with residents and carers can it deliver the kindest care experience for everyone. As such, the visiting team would expect to see evidence of the above corresponding with the lived experiences and culture at the home - with a special emphasis on kindness and person-centred care being provided.

# Results of the Visit

## First Impressions

Callands Care Home was easy to find, with good signage visible from the road. The home is located in a residential area on the outskirts of Warrington. There is a large, well maintained car park, and on the morning of the visit, there was sufficient visitor parking on site.

## Entrance and Reception Area

The entrance to the building is clearly signposted and on arrival at the reception area members of the visiting team were greeted by a member of staff and asked to sign the visitors register.

First impressions of the reception area were that it was clean, bright and well decorated. The floor was carpeted and there were comfortable chairs. There were tables with flowers, a coffee machine, a radio playing and photographs on the wall. There were several large cardboard boxes stored in the reception area and this gave an untidy appearance.

There was a notice board with the Healthwatch Warrington notice on display. There were various other documents including staff training that was due to take place that week.

The visiting team was escorted to the Bar and informed that the Manager would join them. The Bar is a lovely room that is licensed to sell alcohol, and has the appearance of Pub. The visiting team could not see the licence on display.

The Bar is well decorated and furnished to a high standard. Whilst waiting in the Bar, the visiting team could observe the adjoining activity room, which is visible through a large window. There was a pricelist in the bar, but it was not up on

display. In addition, there were 'Slushy' machines and coffee machines. There was a large clock on the wall, and it was showing the correct time.

The visiting team was introduced to Joanne Goodwin, Registered Manager. She outlined the current service provision. On the day of the visit, there was a total of 108 residents at Callands Care Home, which can accommodate 120 residents when fully occupied. Six bedrooms had been decommissioned and were in the process of being refurbished.

Joanne informed the team that exactly one year from the date of their visit she was employed by the company but was in post at Callands Care Home from the beginning of March 2018. Sam is the Deputy Manager, who has been in post since May 2018, and Joanne described him as "a very jolly character, who is a skilled and experienced clinician and feedback is that people feel at ease around him".

There are five individually run units and all have Unit Managers in post. The units are:

Coniston - 30 bed unit providing general nursing care. Typically, the residents are over the age of 65 years.

Windermere - 10 bed unit providing residential care. The unit is managed and staffed by care staff and does not provide nursing care. At the time of the visit all the residents are female.

Ullswater - 20 bed unit providing general nursing care for adults.

Lakeside - 30 bed unit providing nursing care for young adults with physical disabilities. On Lakeside unit they have 5 people with bariatric needs; therefore, they require more staff on the unit to meet the residents' needs.

Grasmere - 30 bed unit providing dementia nursing care



Since Joanne has been at the home there has been little in the way of investments however, they have very recently had agreement for some bedrooms to be refurbished. There are 2 lounges on Grasmere, one of which has been closed because there is an unpleasant odour coming from the carpet which they have been unable to get rid of, so as a result that lounge has been closed and they are awaiting a new carpet. There is another lounge that the residents can use.

### Activities and Leisure

Callands Care Home has three Activities Co-ordinators; Katie, Nicola and Kirsten. They provide seven-day cover. Currently their activity provision is under review and the wellbeing team are working hard to improve this and are in the process of setting up a calendar.

On the day of the visit, some of the residents were taking part in celebrations for the Chinese New Year and some of the staff had prepared Chinese food for the residents to try, and the activities room had been decorated with Chinese lanterns.

The home has a minibus and residents are taken on trips regularly. During the summer months they go to Chester zoo almost every day and they go to Blackpool every night during the illuminations.

On Valentine's day they did a quiz night in the bar. On average six to seven people go into the bar every night and they are trying to increase the number by appealing to more people.

There is a spring fair scheduled for the end of March and this will be advertised to encourage residents in the local community to attend. The home is trying to engage more with the community and staff are sending out invitations to all relatives of the residents and social workers etc. As part of their community engagement they recently had a visit from children from a local nursery school, who came into the home dressed up for World Book Day. Many of the residents enjoyed the visit.

Joanne feels that life shouldn't stop when someone goes into a care home, quite the opposite, so they are working to improve things for the residents. One of the members of the wellbeing team, Kate, is an ex- military veteran and was in the navy. She has engaged with many of the residents who have also been in the armed forces and takes them to community groups.

The home has an Elvis impersonator who comes in on a regular basis to perform for the residents. The residents also enjoy getting their hair and nails done on Tuesdays. On the day of the Healthwatch visit, the hairdressing salon was open, and residents were observed having their hair done.

### **Food and Refreshments**

The dining rooms are welcoming and 'Dignity in Dining' posters were displayed. These outline ten key points of food service for the staff to adhere to. The visiting team was informed that there are three menu choices for lunch and dinner, but the kitchen can make something else if residents don't like what's on offer. With regards to dietary requirements they do not have anyone who requires halal meat or anything similar and they have a lady who is on a diet of pureed food.

During the visit by Healthwatch Warrington, there were no meal services taking place; however, residents and visitors were asked about meals and menu choices. All those spoken to, stated that they were satisfied with the meals and menu choices. One resident stated that "the food is very nice and if I don't like the options, I ask for something else like poached eggs on toast, and they make it for me". One relative was visiting her mum and she informed the visiting team that the food was very good. "Choice and portion sizes are good and always includes vegetables". "Mum gets fresh jugs of fruit juice everyday and is encouraged to drink". It was observed that the jug of fruit juice had a date label on the lid, with that day's date displayed. This was considered to be good practice in promoting hydration with the residents. Staff members were also observed offering hot and cold drinks to residents in the lounge areas.

## Cleanliness, Environment and Infection Control

One member of the visiting team visited Grasmere.

This unit had the main lounge area closed due to the foul-smelling odour that could not be removed from the carpet, despite cleaning. Joanne informed the visiting team that a new carpet was on order and she did not want the lounge to be used until it had been replaced. There was another lounge available for use on the unit.

The second lounge was a conservatory style room and had hard flooring and was lined with arm chairs. There was a tea trolley in the room and staff were giving out hot and cold drinks to the residents, along with biscuits. There was a pleasant atmosphere in the lounge and a CD of Elvis was playing. Staff were seen dancing with residents, and it was clear that they were having a good time.

There was a fish tank in this lounge which was pleasant and old-style posters were displayed on the wall. There was a working clock on the wall as well as a TV. There were no unpleasant odours.

Most bathroom doors were yellow and are kept locked. Upon entering there are no modesty curtains in place, which is something we always recommend as to protect the privacy of the residents. The bathrooms appeared to be clean and spacious. Some bathrooms are not locked because some of the residents are able to use them independently.

One of the bathrooms on Grasmere Unit had a broken handle on the outside of the door. Most of the handle had been snapped off and the visiting member of the team was advised that they were awaiting a replacement. The visiting member of the team was concerned that whilst the door was difficult to open, she was able to open it and therefore a resident may have been able to. If a resident was able to get inside and subsequently fell or became unwell, it would have almost certainly delayed the time it would take for a member of staff to reach that resident. It is therefore recommended that until the handle is replaced, the door should remain locked.

The door leading to the fire door on Grasmere has a coded lock so that residents cannot get outside without supervision. There is an outdoor area for the residents of Grasmere to use during times of nice weather. It has garden chairs and hanging baskets and seems a nice space for the residents to be able to use in the warmer months.

There is one part of the unit on a corridor which has a mural painted on the wall of trees and is made up to look like a park area. There are 2 chairs and a sofa for residents to use. There was a CD player in this area, but it was unplugged.

Staff advised that the unit is fully staffed, and staff work together as a team and that they have a good relationship with the residents.

It was observed that one bedroom had a sign above it which said, “shut off tap for water heater in en suite”.

A member of the visiting team had the opportunity to speak with one resident who invited her into her room. The lady had an electric pressure mattress on her bed. She had photos of her family and dogs on the wall and also had a tv. She had other personal effects such as a doll and teddy bears. She had a mirror and a comb and was sat in an arm chair enjoying a drink and some quavers when we spoke. She had an en suite which had a picture of a toilet on the door. She seemed generally content and said that her daughter was coming to see her later.

It was observed that the door giving access to and from the unit had a glass panel in the door. Most of this panel was covered up except a small area that was used by staff. The team was advised that this is because “*some of the residents would become attracted to happenings outside of the unit and try to get our unsupervised, so it is covered for their safety*”. There was a no smoking sign in the corridor.

Some of the toilet and bathroom doors on Grasmere were brown and weren't consistently painted yellow as many of them seemed to be although it is unclear

why. Similarly, not all the bathroom doors had a picture of a toilet on them which may have aided the independence of some of the residents.

The visiting team went to Ullswater which had a pleasant atmosphere and was free from odours. The lounge area was carpeted and there was a large TV on the wall which was turned on and residents were enjoying watching it.

There are 20 residents on this unit. There is a second lounge, but it isn't used as frequently because it tends to get very hot according to staff.

One member of the visiting team was introduced to a resident who invited her to see his bedroom where he had several paintings proudly on display. He had his own fridge and ornaments and trinkets throughout his room which made it seem very personal to him and really gave an insight into his life and his character. He said that he likes to spend a lot of time in his room but does go into the dining room at meal times.

All rooms at Callands Care Home have an en-suite facility, which have a toilet and hand wash basin. There are additional toilets for residents to use. The communal bathrooms all have blue doors but were not labelled as such and did not have pictorial signs on them.

The bedroom doors are painted white. They are numbered and have photographs of the residents and their names on most doors although some were missing, but it is unclear whether all those rooms were unoccupied.

One of the visiting team was invited into a bedroom on Lakeside Unit. The room was quite large, and the lady had several items of furniture, photographs and ornaments from her own home. She had a very large television and stated that she had everything that she needed and chose to spend most of her time in the room; however, she could join in with activities if she wanted to.

Lakeside Unit has a pleasant lounge, which is well furnished and clean. A desk at the rear of the lounge was being used to store some computer equipment that was out of use and this detracted from the overall welcoming appearance of the lounge.

The assisted bathroom on Lakeside Unit was clean and tidy. There was a supply of personal protective equipment for the staff and laundry skips for dirty clothing and linen.

A relative who was visiting his daughter, spoke to the visiting team and he stated that his daughter was well cared for and there were no restrictions on visiting. He came to see his daughter every day and was offered drinks by members of staff. His daughter had been on several trips out on the mini-bus during the six months that she had lived at Callands Care Home.

The dining room on Lakeside Unit was pleasant and welcoming. There were table clothes on the tables and piped water was available.

There are attractive and well-maintained outdoor gardens that are wheelchair accessible and have designated smoking shelters. A member of staff informed the visiting team that there are six residents on Lakeside Unit who smoke, and some residents were outside enjoying the good weather at the time of the visit.

A member of the visiting team spent time on Windermere Unit; which is considerably smaller than the other units. It is residential and is led by Denise, the Unit Manager who has worked on the unit for 25 years. She appeared to be proud of the friendly and homely atmosphere on the unit, which was immediately obvious to the team. All ten bedrooms are currently occupied by ladies. This was not planned initially, and for many years previously, the unit had been occupied by men and women.

One of the ladies on Windermere Unit was being visited by her family and the Healthwatch visitor was invited into her bedroom to talk to them. The room was large, well furnished and had lots of personal items. The lady and her family are happy with the care that she receives and were complimentary about the staff and the food. The only concern that was raised was that the lady requires assistance to use the toilet due to being unsteady on her feet and experiencing several falls in

the past. However, at night she was sometimes refused assistance and advised to use the toilet unaided, and she was frightened that she may fall. One of the relatives suggested that this may be due to insufficient staff numbers at night. This was immediately brought to the attention of Joanne, Registered Manager.

### Administration

The home appeared well organised. Staff members, although busy, were helpful and friendly and were more than happy to speak with the visiting team. The registered Manager and Deputy Manager have overall responsibility for the home; however, each unit has its own Manager.

### Admission

The visiting team were advised that there was just one vacant room available for an admission on the day of the visit.

### Staffing and Staff Training

Most of the care staff work 12-hour shifts - 7am to 7pm/7pm to 7am. Some staff work a 'twilight shift' from 7pm to 11pm to provide additional assistance to residents at bed time. This is being piloted on Grasmere Unit.

There was only one registered nurse vacancy at the time of the visit and no care staff vacancies. Joanne informed the visiting team that the home is not overly reliant on agency staff. She does hope to have more staff on in the evenings, but it is unclear as to whether they will get any more.

Recruitment is not a problem generally, they can find the staff but after they have been hired, they often say that they can't do shifts for various reasons which then presents a problem for Callands Care Home.

One of the residents that the visiting team spoke with said of the staff and management "*best you can have - nothing's too much trouble*".

All members of staff wore uniforms. The qualified nurses wore white uniforms and when asked for her opinion of wearing all white, one nurse said that her preference

would be to wear a colour and most people identify a qualified nurse with wearing blue uniforms.

### Privacy, Dignity and Treating People as Individuals

All interactions observed between staff and residents were respectful and residents were always addressed by their name. Residents appeared to be happy, comfortable and their privacy was maintained.

The bedrooms that were visited on the day, were all personalised and reflected the residents' individuality. There were memory boxes in place for each bedroom and it was nice to see that many residents were utilising these. One resident had a Manchester City football manual in his.

### Safety and Security

The door to the main reception is always locked. All visitors to Callands Care Home are asked to sign in/out.

The bedrooms are fitted with call buttons which are used to summon staff assistance. All residents and visitors that were asked about response times, stated that staff responded quickly. One resident informed the visiting team that *"care is good, and I press the buzzer when I need help"*. One of the visitors stated that *"when my daughter required any assistance, she would press the buzzer and the staff would always respond quickly"*.

There are fire extinguishers and a map of the fire safety zone and fire escape routes and there was also a sign on the wall about fire marshal training that took place on 28<sup>th</sup> January 2019.

### Other Comments



## Recommendations

1. It was suggested that modesty curtains be fitted in bathrooms to ensure that privacy is maintained if anyone enters when they are in use.
2. Consider locking the lounge on Grasmere which is not in use due to awaiting a new carpet.
3. Lock the bathroom with the broken handle until it is replaced.
4. There were several out-of-use computers being stored in the lounge on Lakeside unit. It is recommended that the computers are removed.

## Distribution List

This report has been distributed to the following:

- Warrington Council
- Warrington CCG
- Care Quality Commission
- Healthwatch England



## Appendices

### Appendix A

#### Response from provider

