

Enter and View Report:



Date of visit: 10th April 2019

Report published: 5th August 2019

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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.

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 Westleigh House for their welcome, and in particular, Michelle Wray-Dodds (Registered Manager) who made time to share information with the team and answer questions.

Purpose of the visit

Westleigh House is a home to 19 people with long-term mental health problems. It has been open for approximately 30 years and some of the residents have lived there since it opened.

Healthwatch Warrington had been made aware that the function of the home has changed recently and there is now the option to provide short-term placements and breaks away from a permanent home elsewhere. The team wanted to find out what, if any impact this had on those residents for which Westleigh is a home for life.

Details of the Visit

Details of the Service

Westleigh is run by Warrington Community Living (WCL) and is funded by Warrington Borough Council. It has been providing accommodation for 30 years and

The Care Quality Commission (CQC) last inspected Westleigh on 21st February 2017 and the report was published on 1st March 2017. The home was received an overall rating of 'Good'.

Most residents are older adults and live at Westleigh on a long-term basis. The current residents range from 48 to 84 years of age.

Location, Date and Time

Westleigh

109 Walton Road

Stockton Heath

Warrington

Cheshire

WA4 6NR

The visit took place on 10th April 2019

1.00 - 3.00pm

Panel Members

Adrienne Roberts - Healthwatch Warrington, Enter and View Visit Lead

Lynn Duxbury - Healthwatch Warrington, Enter and View Authorised Representative

Jim Sinnott - Healthwatch Warrington, Enter and View Authorised Representative

Provider Service Staff

Michelle Wray-Dodds

Spotlight on Values - accountability, involvement and partnership

'Independence is encouraged through the use personalised plans and a personalisation partner. At Westleigh we support people to make their own choices and follow independent lives. Many residents independently take part in activity and enjoy local community facilities we encourage and support residents to be active citizens within their own community. Although independence is encouraged, if required the staff at Westleigh can accompany and support residents to enjoy activities that are important to them such as meeting and visiting friends and family, going to the pub, the cinema or shops, or engaging in work or learning activities. Where needed and with additional funding, one to one programmes to develop the ability to live more independently can be set up to match the needs and aspirations of an individual.'

Results of the Visit

First Impressions

Westleigh is a large house, set in its own grounds and situated in a residential area in Stockton Heath, Warrington. It is not on an immediate bus route but close to Stockton Heath centre and within easy walking distance. Signage to the home could be observed from the road; however, it was not too prominent.

Access to the car park was easy and on the day of the Healthwatch visit, there were adequate parking spaces.

Access to the building was via the main entrance door, which was open and had no security lock - residents and visitors can come and go as they please. A couple of residents were sat outside the door in a designated smoking area. There was a mild cigarette smoke smell on entering the reception area. The visiting team was asked to sign in and out of the visitors' book on entering and leaving the building.

Entrance and Reception Area

Information boards were mounted on the walls in the reception area; containing information for residents and visitors. The Healthwatch Warrington poster was prominently displayed and informed residents and visitors that they could talk to the visiting team if they wanted to.

The team was warmly greeted by Michelle Wray-Dodds, Registered Manager. Michelle was very open and positive and informed us that she'd been in post for four years and that the home was for residents with enduring mental ill health, the longest stay being 30 years (since the opening of Westleigh) and the shortest stay was three months.

Michelle explained that the Care Quality Commission (CQC) had visited the previous day to inspect the newly refurbished room that was going to be a bedsit. This was approved and Westleigh will be increasing the number of rooms from 19 to 20. There will be 18 standard bedrooms and two bedsits. The visiting team was invited to view the new bedsit, which has been decorated and furnished to a good standard.

Activities and Leisure

A member of the team talked to Hazel, Team Leader covering the day shift, she said her role also includes coordinating activities. Hobbies are well catered for and residents have a high degree of freedom to make visits into Warrington by themselves or on occasions further afield - with a view to increasing their resilience and independence. “The residents enjoy trips out to Blackpool and Chester and going on boat trips. We go all over the place”.

Hazel tries to personalise activities as part of individual care plans. She said, “next week we’re taking delivery of a new mini-van for outings” She added, “I’ve been here for three years and I love my job. In the better weather we try to have BBQ’s. We have regular resident awards and even organised a wedding ceremony recently for one of our residents.”

Food and Refreshments

All food is prepared in the kitchen at Westleigh, using fresh ingredients. A choice of meals is available, and the residents are asked the previous evening, what they would like the following day.

Tea, coffee and water is always available, and throughout the visit, residents were observed going into the dining room and making themselves hot drinks.

One of the residents, who had agreed to speak to a member of the visiting team, stated that *“the food is gorgeous, and we get a choice. It is cooked well and if you don’t like what is on the menu, they will make you something else”*.

Cleanliness, Environment Infection Control

Westleigh is clean and tidy throughout. There is only one lounge which is quite small and has a lot of armchairs. There is a large wall mounted television, which several residents were watching at the time of the visit.

Approximately 50 percent of the residents at Westleigh smoke. Michelle informed the visiting team that the residents had recently been asked if they wanted to restrict smoking to outside areas only. A vote was taken, and the majority agreed to stop smoking in the allocated smoking lounge. Following this decision, the smoking room is soon to be converted into another lounge. The room will be used as an activity room.

Some of the staff on duty at the time of the visit, stated that new furniture was being delivered to furnish the lounge and they were looking forward to seeing the improvement from smoking lounge to activity/ quiet lounge.

The décor and furniture at Westleigh is homely; however, most of the carpets are quite worn and some areas require redecorating, because the paintwork on the doors and the wallpaper is damaged.

None of the rooms have en-suite facilities and the shared bathrooms and toilets are for both female/male use. One of the residents did not want wallpaper, mirrors or ornaments in his bedroom and it was reported that this had been accommodated.

There are well maintained, private gardens that are frequently used by the residents. There is a smoking shelter and patio furniture and the outside space was used by several residents on the day of the visit.

The visiting team had the opportunity to look at the toilets and assisted bathroom; which were clean, tidy and had the necessary aids for individuals with disabilities. There are enough toilets and bathrooms for the number of residents, despite there being no en-suite facilities at Westleigh.

Admission

Most of the referrals to Westleigh are made by a Social Worker. If there is a vacancy at Westleigh, Michelle requests information, including a social care assessment, before agreeing to assess the person. Not all referrals are suitable and if there are significant risks or high dependency needs, Westleigh is unable to accommodate them at the home.

Staffing and Staff Training

Care staff work shifts as follows: 7.00am to 3.00pm there is one Team Leader and three Support Workers. 2.00pm to 10.00pm one Team Leader and three Support Workers. The night shift is covered by 2 Support workers. There are no nurses at Westleigh.

Staffing is stable with very low turnover. Currently there is just one vacancy for a part time Care Support Worker. Last year they did use some agency staff to cover sickness and vacancies, however Michelle was pleased to say, they now only use their own bank staff.

There are several staff that have worked at Westleigh long term and there are some new additions to the team. The newest recruit, Lewis, is 19 years of age and enjoys working at Westleigh. Michelle the Registered Manager is assisted by a Deputy Manager.

Eight members of the team are trained to administer medication and manual forms are used to record all medication administered.

Privacy, Dignity and Treating People as Individuals

The residents at Westleigh have varying levels of need and are encouraged to maintain their independence as much as possible. Many of the residents go to Stockton Heath village, Warrington town centre, or to other places without any

assistance. Those residents who require support, are escorted by a member of staff or a volunteer.

The residents also get the opportunity to do other social activities in the community, including quiz nights and bingo. Westleigh is quite a small care home and the review team were pleased to see that residents socialised in the community and are not isolated.

Four residents have gone on to live independently following a period of rehabilitation in the bedsit and Michelle stated that the residents respond well to meeting new residents. One long-term resident has developed a good friendship with a resident who had spent a few months at Westleigh and has moved into his own accommodation. The two residents meet up and have continued their friendship in the community.

The visiting team spoke to a volunteer, who spends two days a week at Westleigh. She has received some training and enjoys volunteering and supporting the residents.

Good use of first names between staff and residents, and first names were used in a respectful manner. A member of the visiting team spoke to one of the residents who stated that his social history and religious preferences were recognised in his care plan. He stated that he likes to go to services at St Mary's Priory church in Warrington. He mentioned that he had lived at Westleigh since December 2018, approximately three months and he liked having the freedom and choices. He said, "I can't fault it (Westleigh) and the staff; it's been a real blessing". The same resident spoke highly of one of the support workers named Louis.

The staff were respectful and interacted well with the residents. One resident was happy to talk to everyone and repeated the same questions many times; however, the staff remained friendly and tolerant.

Relatives and friends are encouraged to visit at any time; however, there are not many relatives visit at the present time.

Safety and Security

Visitors to Westleigh are asked to sign in and out on entering the home; however, the door remains open during the day.

Michelle was asked about the entrance door to the building being open. It had been highlighted in the CQC report on 1st March 2017, that *‘visitors often entered the building without ringing the door bell and waiting and this could compromise people’s right to privacy’*.

Michelle informed the visiting team that after raising this with the residents, they informed her that they did not want to restrict access for anyone visiting Westleigh; therefore, the door has remained open.

Recommendations

1. *Décor and carpets*: The review team were made aware that some work is planned, and it is recommended that redecoration and flooring in social areas is undertaken.

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: Michelle Wray-Dodds (Manager) said that there is a lot of positive feedback in the report which is really encouraging

