



**Healthwatch Doncaster
Enter and View
Headingley Court**

25th September 2019



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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Headingley Court
Service Provider	Countrywide Healthcare (new providers since January 2019)
Date and Time	Wednesday 25 September 2019
Authorised Representatives	Sandra Hodson and Linda Pinder
Contact details	Healthwatch Doncaster 3 Cavendish Court South Parade Doncaster DN1 2DJ

1.2 Acknowledgements

Healthwatch Doncaster would like to thank the service provider, residents, visitors and staff of Headingley Court for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.



2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives 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 allows local Healthwatch 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 be undertaken if people tell us there is an issue 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.

2.1 Purpose of Visit

Healthwatch Doncaster is undertaking a series of Enter and View visits in local care homes to build a picture of the quality and range of care provision in Doncaster from a resident's perspective.

2.2 Strategic drivers

Healthwatch Doncaster are undertaking visits to local care homes as part of a wider piece of work to look at the quality of care provision in Doncaster.

2.3 Methodology

- The Healthwatch Doncaster Enter and View Planning Group met to discuss the methodology for the visit. A checklist was devised outlining key observation areas (outlined in results of visits).
- The group decided who would undertake the visit and facilitate the training of a member of the team who was new to Enter and View.
- Observation sheets were used throughout the visit and these were collated in a meeting of the Authorised Representatives immediately after the visit.
- The findings were discussed and agreement reached around items for inclusion in the report. Recommendations were also discussed and agreed.

2.4 Summary of findings

- The Authorised Representatives felt that the home had an upbeat, friendly atmosphere.
- Interactions between staff and residents were very good.
- The environment was clean and tidy.

2.5 Results of visit


The home at the time of our visit had 25 residents, the criteria for the home is younger adults (18-65) with physical disabilities.

The findings of the visit are summarised below:

Environment

- The areas that we observed were reception, lounge, dining room, games room and residents toilet and a multi-purpose room (used by staff and residents and consisting of a dining table and chairs a TV, computer and a kitchenette for making drinks.)
- The areas of the home that we observed were clean and uncluttered.
- On entry there is a suggestion box and supplies of blank feedback forms for use by residents and visitors.
- There is also a card system in operation for residents that distinguishes whether they are on the premises or not.
- Reception is home to the signing in book and a small tablet showing pictures of recent outings on a loop.
- The main corridor linking the rooms is wide and has handrails in a contrasting colour for ease of recognition.
- There is a notice board that was uncluttered and contained a lot of relevant information for residents and relatives. Some examples of which were:
 - easy read complaints procedure and information about advocacy
 - copy of complaints procedure
 - CQC guide around sex and relationships
 - information about independent advocacy
 - a document highlighting residents rights
 - a list of individual residents key workers
 - a list of Champions for various things
 - there is a notice advertising monthly relative and residents meetings
 - the notice announcing our visit was also displayed
- One wall of the corridor had a large tree painted on it and on the branches were pictures of all the staff with their names and roles. This included all staff both clinical and none clinical.
- There was also a chalk board that residents could write their thoughts on, inspirational quotes etc.



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- Signage in the home was clear and signage suitable for residents with a visual impairment was also used in accompaniment with traditional signage.
 - There is a large board on the wall incorporating a clock and details about the date and the weather.
 - The games room has a snooker table, air hockey, table football and dart board.
 - The dining room was well laid out with table cloths and individual menus on each table.
 - The resident's rooms have their names and pictures on them.
 - The resident's toilets that we saw were suitable for assisted toileting and transfer.
 - The lounge had a Firestick and Alexa to enable residents to operate the TV.

Promotion of Privacy, Dignity and Respect

- The residents, have the choice of who carries out personal care tasks like bathing.
- The residents rise and retire at whatever time suits them, one resident told us that if they fancy a nap during the day they just ask staff to wake them at mealtimes.
- Residents can stay in their rooms if they wish and meals can be served there if preferred.

Promotion of Independence

- Residents are encouraged to be as independent as possible.

Interaction between residents and staff

- All interactions we witnessed between residents and staff were very good.
- Observed interactions were relaxed, friendly, kind and caring.
- Staff seem to know the residents well.

Residents

- All residents were clean and well turned out.
- One resident told us that the staff are wonderful and always took time to chat when they could, but were often busy. They appreciated chatting with us.
- The residents we spoke to all seemed happy and there was a very upbeat atmosphere. A group of residents were watching a football match and interacting with each other.
- One resident told us that they had moved to Headingley Court from another home and they much preferred it as the home they had been in previously didn't have as much going on.
- "I think it is lovely you can always get a cup of tea whenever you want"



Food

- Breakfast runs from 8.30am and 11.00am, Lunch 12.30-1.30pm and tea is at 5.30pm, supper time was not specified. As many of the residents need some assistance with eating and drinking staff help these individuals 30 minutes prior to meal-times.
- Meals are pre-booked but alternatives are made available on request, there is access to the kitchen 24/7 for snacks/drinks.
- One resident who is a vegetarian doesn't like the Quorn served at the home and prefers meals from Iceland. The home get an order from the resident and buy in the meals as requested

Recreational Activities, Social Inclusion and Pastoral Needs

We spoke to the very enthusiastic activity co-ordinator about regular, recent and planned activities:

-the day before our visit the residents had been on a boat trip from Swinton Lock to Parkgate Rotherham where they had a meal out.

-Other regular trips out and activities include:

Visit to Yorkshire Wildlife Park

Visits from the travelling zoo

Husky therapy

Trips to the theatre including to a pantomime at Christmas

Trips to the pub for a meal

Shopping trips

There are also plans for some Shetland ponies to visit

Involvement in key decisions

Information around advocacy support was available on the notice board.

Concerns and Complaint Procedure

The complaints procedure was available in an easy read format as well as the traditional version. Both were prominently displayed on the notice board.

Staff

Staff were friendly and interacted well with residents and visitors.

Visitors and Relatives

At the time of our visit there was only one relative available to speak to they didn't express any concerns about the care their relative was receiving.

Relatives are actively encouraged to give feedback by the provision of feedback forms in the entrance.



Additional Information

The home is served by the two GP practices in Edlington (residents can choose which one they want to register with) and residents are encouraged to attend the practice for appointments wherever possible. Only when this is definitely not possible do the practice staff visit the home, the exception to this is the District Nursing Team.

2.6 Recommendations

Our only recommendation would be around the resident's toilet just through reception. The toilet is well equipped and suitable for assisted toileting and wheelchair transfer. To further improve facilities we suggest that some thought may need to be given to residents using the toilet unassisted. As we felt that some may have trouble reaching the toilet paper without leaning over, which could be an issue for some residents.

Service provider response.

Thank you for your recommendations ,we have checked the distance from the toilet to the toilet roll with our smallest resident and he is able to reach with out leaning over or being at risk of falls.

We will however reconsider the position of the toilet paper if the need arises in the future.