



Simonsfield Care Home

Runcorn

27th February 2020

Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank all the staff and residents at Simonsfield Care Home for making us feel so welcome during our visit.

VISIT DETAILS

Home Details	
Name of care home:	Simonsfield Care Home
Address:	53 Boston Avenue Runcorn Cheshire WA7 5XE
Telephone number:	01928 500223
Email address:	simonsfieldmanager@hillcare.net
Name of registered provider(s):	Hillcare1 Ltd
Name of registered manager (if applicable)	Deborah Anne Smith
Type of registration:	Care Home
Number of places registered:	63

Healthwatch Halton's Enter & View team:–

- Irene Bramwell
- Jane Pritchard

WHAT IS ENTER & VIEW

People who use health and social care services, their carers' and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

We carry out our 'Enter & View' visits not as inspectors but as visitors to that service. We view the service provided and observe the care and support offered and we look to obtain the views of the people using those services.

In carrying out visits, we may be able to validate the evidence that has already been collected from local service users, patients, their carers' and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

Prior to our visit we sent out a short pre-visit questionnaire to the manager of the home. Responses to the questionnaire have been used in producing our report. A link was also supplied to a questionnaire for staff and one for family / friends of residents to give their views.

OVERVIEW

We visited Simonsfield Care Home on 27th February arriving at 9:30am

Simonsfield is a purpose-built care home offering care in a residential area of Runcorn. It is situated near to local shops and within walking distance to a local bus route and church.

The home was last visited by Healthwatch Halton in February 2019.

On arriving at the home we noted that the exterior of the home is well maintained with good car parking facilities for residents and visitors, including disabled car parking. To protect the privacy of residents on the ground floor no parking was allowed directly in front of bedroom windows located on the ground floor. Prior to entering the home, the team observed a 5-star graded Food Hygiene Certificate displayed on an internal window adjacent to the door.

Access into the home was via a doorbell which was answered immediately. We were greeted by a receptionist and the manager, Debbie Smith. We were asked to sign in at a small desk within reception. We noticed a number of informative leaflets on display in reception, these included Healthwatch Halton feedback forms and a schedule of planned social activities for residents.

The reception area was clean, modern looking and welcoming. There were a number of display boards including a family and friends board which provides relevant up to date information. A hand gel dispenser was located in the reception available for all visitors to the home. The latest CQC report and registration certificate were also on display, together with a copy of the home's complaints procedure.

Debbie offered to give our team a guided tour of the home. We noted that the décor throughout the home on both floors was modern and well maintained. On the upper floor we noticed a bus stop sign was strategically placed in the corridor which appeared to provide a meeting place for residents to sit and engage in conversation, as two residents were sitting on the bench engaging positively with each other. There was also a hairdressing salon on the upper floor which we noted was clean and uncluttered. We were told that a hairdresser comes to the home on a weekly basis.

During the tour we saw staff interacting with residents and residents interacting with each other in a very caring and positive way in the communal lounges on both floors. Throughout our visit residents looked relaxed happy and comfortable in their surroundings and were dressed appropriately. We were given the opportunity to engage with residents in the ground floor lounge as they waited for a visiting pianist and concert.

We asked residents about their experience of living at the home. One resident told us, *'It is truly lovely here'*, whilst another resident said, *'I can have what I want to eat really, the food is very nice and there is always plenty to eat'*, this was also confirmed by another resident said, *'I can choose something different if I don't like what we are having, and can have a drink or something to eat when I want really'*

When discussing the care provided with residents' they were very complimentary about the staff. One resident said, *'The staff are lovely. I couldn't ask for better care, nothing is too much trouble for them'*, whilst another resident told us, *'They all work very hard and they are lovely girls'*.

During our visit we noted that the communal lounges on both floors were bright, clean and well maintained. We observed the dining areas on both floors, which were also bright clean and clutter free. At the time of our visit tables were set for lunch.



We were told that snacks and drinks are available on demand and mealtimes are not rushed. Residents dietary needs are catered for including food allergies.

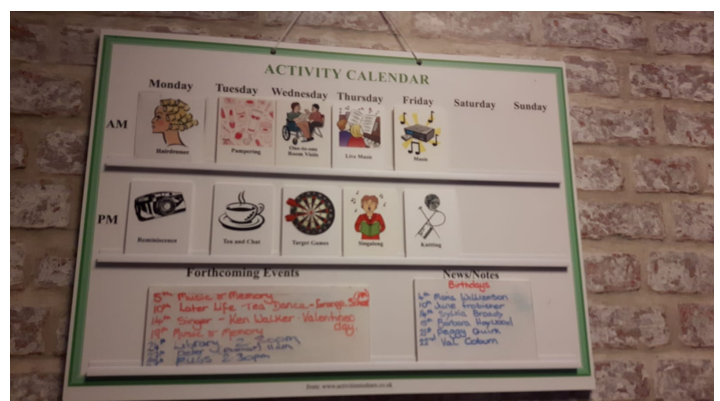
The corridors leading to various parts of the home were clean clutter free and wheelchair accessible, décor was of a good standard throughout. On the upper floor we saw that the corridors were decorated to resemble a street. Corridors were given street names, each individual room was numbered and displayed residents' names and photographs, which we were told helped residents orientate themselves and provide them with a sense of ownership and belonging.

We noted that dementia friendly signage was prevalent throughout the home. Communal bathrooms and toilets were clearly marked and picture menus were displayed in dining rooms to promote choice of meals.

If carers were attending to residents in their rooms, dignity and respect was maintained by placing a notice on the handle of the resident's room to maintain privacy, which we observed during our visit.

The manager explained one initiative that had been very successful. Staff on the night shifts were wearing pyjama type uniforms to aid the orientation of residents. We were told this had worked really well and there had been a noticeable difference in residents' night-time behaviour and orientation.

Two activity co-ordinators are employed at the home. The home addresses feelings of isolation and loneliness by encouraging residents to engage in a wide range of social activities within the home and wider. Trips out are arranged for residents. These include trips to the local theatre, Church, Widnes Vikings rugby matches, library and also public house for meals. In addition, residents are encouraged to engage with other residents within the home in the communal lounges and



engage in art, craft and baking activities. Details of the upcoming activities were also shown on an activity calendar within the reception area.

During our visit we were shown a communal bathroom and toilet, which were spacious, clean and odour free. On the ground floor we were shown a cinema room which had been set up for residents and families to use, although at the time of our visit the home had just received a delivery of units to store individual medication, which were currently being stored in the cinema area.

We were told that staff wear tabards during medication rounds so as not to be disturbed during this task. We asked the manager about the 'Red Bag'¹ scheme and she explained that generally they were still experiencing problems with some bags not being returned and sometimes totally lost leading to the home having to make telephone calls, mainly to Warrington Hospital to locate them.

Simonsfield Care Home is aligned with Tower House GP Practice and visits are made on a weekly basis, when any concerns can be raised. We were told that the GP practice is very responsive should the home need additional visits.

We asked about the oral healthcare of residents and were told that staff are trained in Oral Healthcare. We were also told that staff are able to support residents with hearing difficulties, to change batteries in their hearing aids when needed and how residents could access Primary Health Care Services in their own room such as podiatry, optical and dental services where appropriate.

Residents and family members were encouraged to give their views on the home and the care provided. We were told the home has an open-door policy and residents and family members are welcome to attend resident and family meetings.

During the pre-assessment period, prior to residents coming to live at the home, the manager speaks to the person in need of care and their family members to help document the social history of the person requiring care, whilst care plans are annually updated, unless there is a change in a persons need, and family are invited in for service reviews 6 monthly.

For end of life care, relatives are able to stay as the home offers an air bed and toiletries for families to use if they decide to stay during this time. The wishes of residents regarding end of life are discussed and documented with resident and family members. We were also told that staff have completed the Six Steps² end of life care programme training.

At the end of the visit we thanked Debbie for welcoming our team and discussing the care and support provided at Simonsfield.

¹ The innovative red bag scheme is helping to provide a better care experience for care home residents by improving communication between care homes and hospitals.
<https://www.england.nhs.uk/urgent-emergency-care/hospital-to-home/red-bag/>

² Six Steps to Success in End of Life Care <http://eolp.co.uk/SIXSTEPS/>

STAFF FEEDBACK

Two staff members also gave feedback on the home through our online questionnaire.

We asked:

1. What does your service do well?
2. What do you think your service could do better or be improved?
3. How happy would you be for your family / friend to be cared for in Widnes Hall?
4. Do you feel valued supported and valued as a staff member?

1. What do you think Simonsfield does well?

'All staff work to the best of their ability looking after and catering for all residents'

'The care given to the residents is second to none'

2. What do you think Simonsfield could do better or what do you think could be improved?

'The staffing levels could be increased so they had more time to talk to the residents'

3. How happy would you be for your family / friend to be cared for in Simonsfield?

Very Happy x 2

4. Do you feel supported & valued as a staff member at Simonsfield?

Yes, I feel staff are fully supported with all aspects of the job.

Yes, If I personally have a problem I know there is staff including the manager I could turn to if I needed to.

VISIT SUMMARY

As with our previous visits to Simonsfield Care Home, we found it to be a warm welcoming and caring environment. The home is well maintained, clean and odour free with modern décor throughout.

Residents seem well cared for and the rapport between residents and staff was very caring, professional and dignified.

Initiatives such as night staff wearing Pyjama style uniforms are to be praised. We were told this initiative had been highlighted in the National Press as an example of good practice in Care Homes. We were pleased to note that all signage throughout the home was dementia friendly.

The residents and family members we met spoke very highly of the care provided and the staff providing the care.

One of the questions our team members discuss following a visit is 'Would you be happy for a family member to be cared for at this home?' The answer for Simonsfield would be a resounding 'Yes'.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests by:

- Acknowledgement of receipt of the report or recommendation in writing.
- Providing (in writing) an explanation of any action you intend to take in response, or if no action is to be taken, to provide an explanation of why you do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

SERVICE PROVIDER RESPONSE

Receipt of the report was acknowledged by Debbie Smith, Manager of Simonsfield Care Home.

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