



Widnes Hall Care Home

Widnes

28 January 2020

Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank everyone, staff and residents, at Widnes Hall for their time and consideration during our visit.

VISIT DETAILS

Home Details	
Name of care home:	Widnes Hall Care Home
Address:	Coronation Drive, Widnes WA8 8BL.
Telephone number:	(0151) 422 0004
Email address:	
Name of registered provider(s):	Anchor Carehomes Limited
Name of registered manager (if applicable)	Marie Parkinson
Type of registration:	Residential
Number of places registered:	68

Healthwatch Halton's Enter & View team were :-

- Jude Burrows
- Irene Bramwell

Our visit took place on Tuesday 28th January 2020 from 10.00am to 11.45am

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 to the home we sent out a short pre-visit online questionnaire to the manager. A link was also supplied to an online questionnaire for staff and one for family / friends of residents to give their views.

Responses to these questionnaires have also been used in producing our report.

OBSERVATIONS



Widnes Hall is a two-storey purpose built property, located in Ditton, a residential area of Widnes, and is close to shops, public transport and other local amenities.

At the time of our visit 64 people were living at the home. The home is registered with the CQC for a maximum of 68 residents.

On our arrival car parking spaces were available, including disabled spaces. The outside of the building looked well maintained.

The main entrance was locked, with an intercom system to gain entry. We were welcomed by the Admin Assistant who took us through to the Managers office. The entrance area to the home had comfy chairs, a fish tank and a decorative wish tree lit with fairy lights. There was a signing in book for visitors and hand gel available. The most recent CQC report was mounted on the wall, with safeguarding and Dignity in Care posters displayed. The home's complaints policy was also on display.



In the entrance hall a stand with a menu is displayed showing the meal choices for the coming weeks. A notice board has suggestions displayed and actions taken, to outline how feedback is used by the home.

Widnes Hall is divided into 4 areas that are secured with keypad entry. 2 areas are residential and 2 are used for dementia care.

All sections of the home were clean and clutter free. They were decorated in a bright and homely way.

Several staff were visible in all areas of the home, clearly identifiable with purple uniforms. There are 12 staff on duty in the daytime and 6 during the night shift. Interactions between staff and residents were friendly and caring. One resident told us, “we have really lovely staff”.



The Manager explained that some rarely used areas of the home were being renovated. One room is now a Western style bar and will be in use soon. Another of the areas is to be made into a relaxation area, with comfy chairs and essential oils.

Widnes Hall’s living rooms were warm and well decorated. Many of the residents were sat out in these areas, watching tv or chatting to other residents and visitors.

At the time of our visit the Activity Coordinator was doing fun activities with balloons and pom poms (Part of OOMPH activities, a plan of varied exercise and activities, and engaging days out, for residents). The Activity Coordinator was friendly and enthusiastic. She interacted and engaged residents well.



We were told that the home runs regular activities and days out for residents. They had recently had a visit from some Alpacas and photos of this were on display in the lounge.

Trips are organised to places such as the town centre, local pubs, Liverpool and Blackpool. Future trips were displayed on the notice boards and the coordinator explained that she also promotes the activities at the Residents Meetings. The home is currently fundraising for their own minibus, with the support of local businesses.

Photographs of the residents joining in days out and activities were displayed in a lovely photo book at the main entrance. A visitor told us, “The Activities Carer does a marvellous job organising both activities in the home and trips out.”

Themed nights are also held at the home and they had recently celebrated Chinese New Year.

Chaplains visit the home to give out Communion and were at the home to drop-off the local parish, St. Wilfred’s, newsletter as we visited.

One resident told us, “The lady gives me communion and my family visit a lot”.

A volunteer prepares supper for the residents two evenings a week. Local high school pupils also visit on occasions and a Hairdresser visits the home twice a week.

The home has several dining areas. They were all clean and bright. Some were laid ready for lunch when we arrived. We noted residents eating, drinking and being offered refreshments by staff. A member of staff told us residents can have a later breakfast if

they choose to have a lie in. Some residents have adapted cups to support their hydration and independence. The home has set meal times but residents can always ask for a drink or snack at any time they choose. Some residents choose to make their own refreshments.

We observed a couple of the residents drinking vitamin juices.

We were told that nutrition and hydration stations are due to be added soon, as part of the improvement programme. These will allow refreshments to be visible to residents and will include drinks and snacks, such as fruit. If any issues arise around a resident's hydration they are placed on a food/ fluid chart so this can be closely monitored.

Seasonal menus are also displayed with the different choices available.

Widnes Hall Autumn / Winter 2019 Week 2						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Lunch: Alternative meal choices are always available, please ask for today's selection.						
<ul style="list-style-type: none"> Cream of Carrot Soup Farm Cooked Ham and Chips Selection of Sandwiches including Roast Beef & English Mustard Cherry Sauce Choice of Ice Cream, Yoghurt or Choc Ice 	<ul style="list-style-type: none"> Homemade Cream of Vegetable Soup Braised Beef Burger in Onion Gravy Selection of Sandwiches including Cheese & Tomato Homemade Gummy Tea Lat Choice of Ice Cream, Yoghurt or Choc Ice and Biscuits 	<ul style="list-style-type: none"> Home made Pisa Soup Bacon, Sausage, Rice Pudding and Hash Brown Selection of Sandwiches including Cured beef Egg Custard Tart Choice of Ice Cream, Yoghurt or Choc Ice 	<ul style="list-style-type: none"> Homemade Celery Soup Ham & Cheese Omelette and cottage Fried Potatoes Selection of Sandwiches including Chicken & Stuffing Homemade Ginger Cake Choice of Ice Cream, Yoghurt or Choc Ice 	<ul style="list-style-type: none"> Homemade Parsnip Soup Homemade Macaroni Cheese Selection of Sandwiches including Ham & Pickle Lemon Mousse Choice of Ice Cream, Yoghurt or Choc Ice 	<ul style="list-style-type: none"> Homemade Tomato & Basil Soup Sausage pie and Red Cabbage Selection of Sandwiches including Egg & Cross Syrup Sponge & Custard Choice of Ice Cream, Yoghurt or Choc Ice 	<ul style="list-style-type: none"> Roast Leg of Pork with Apple Sauce Bacon Chop topped With a Fried Egg Roast & Creamed Potatoes Cabbage & Carrots Black Forest Gâteau Choice from the Sweet Trolley.
Evening Meal: Alternative meal choices are always available, please ask for today's selection.						
<ul style="list-style-type: none"> Dottage Pie Poached Cod with Cheese Sauce Herby & Creamed Potatoes Cabbage & Peas Chocolate Springs with Chocolate Sauce Choice from the Sweet Trolley. 	<ul style="list-style-type: none"> Beef & Ale Pie Drumstick and Mushroom Casserole Chipped & Creamed Potatoes Minced Peas & Creamed Pot Vegetables Homemade Lemon Sponge & Custard Choice from the Sweet Trolley. 	<ul style="list-style-type: none"> Roast Chicken with Sage & Onion Stuffing Baked Salmon with Butter Sauce Roast & Creamed Potatoes Broccoli & Mash Sauce Rice Milk Pudding Choice from the Sweet Trolley. 	<ul style="list-style-type: none"> Braised Steak and Onions Homemade Battered Sweet and Sour Pork Rice & Creamed Potatoes Cream Beans & Honey Roasted Vegetables Homemade Evi's Pudding with Custard Choice from the Sweet Trolley. 	<ul style="list-style-type: none"> Beer Battered Fish Poached Fish with Parsley Sauce Fried Eggs Chipped & Creamed Potatoes Mushy Peas Homemade Rhubarb and Ginger Cumble with Custard Choice from the Sweet Trolley. 	<ul style="list-style-type: none"> Braised Sausages with Carrots & Celery Fried Pork Pie Roiled & Creamed Potatoes Carrots & Garden Peas Pineapple upside-down Pudding & Custard Choice from the Sweet Trolley. 	<ul style="list-style-type: none"> Chicken Soup Prawn Cocktail Salad Selection of Sandwiches including Cheese Sausage Chocolate Eccles Choice of Ice Cream, Yoghurt or Choc Ice

There is a quiet area at the top of the stairs with chairs and books. This was not being used when we visited but could offer a space out for residents and visitors away from bedrooms and the main living areas.

All bedrooms have en-suite facilities and can be decorated to the residents own taste. Bathroom and toilets are available around the home. The areas we viewed were clean and had safety cords hung at an appropriate level.

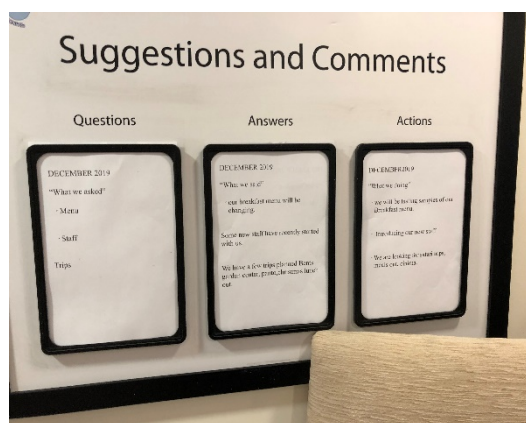
One room labelled 'Bathroom' was being used for storage. The Manager explained that more storage is needed in the home and this has been arranged as part of the improvements she is introducing.

The home has well maintained outdoor areas, which are well used in the Spring and Summer. A sensory area will be added to the gardens in the coming months.

We asked about laundry facilities at the home. We were told a button system was used to label residents clothes to help cut down on lost or missing items. This is paid for with a one-off payment of £25 per resident. This ensures that residents get the correct clothes back from the laundry.

Regular 'Residents and Family' meetings are held to share information and collect suggestions and comments. The last meeting was held on 14th January 2020. Complaint information has been given out during these meetings. The Manager explained she has an open-door policy and welcomes feedback.

A suggestions and comments board was on display in the main entrance, with details of actions taken. A sign was displayed on the Managers door requesting people to only knock if necessary.



One visitor told us *“As there have been so many new and different carers looking after my mum recently, they don’t know how she likes things”*

The Manager explained she has recently implemented a strict staff policy, to improve care standards throughout the home. New staff members have recently been employed and now work alongside long-standing members of the team.

Another visitor told us, *“I have no qualms at all about the care or level of care my mum receives, my mum needs a lot of help and gets that help, I am a bit concerned that my mums needs are changing and she may have to move which I would prefer not to, as I am happy with the care my mum receives here and would prefer her to stay as she loves it here”*

The residents we met all appeared calm and relaxed. The staff interacted in a kind and dignified way with residents, during our visit.

Residents families can stay with their loved ones during end of life care. The home offers a quiet lounge area for families to meet in and supports family members who wish to stay in their relatives’ room. The Manager explained that she is passionate about offering all the support residents and families need at this important time and the home will help in any way they can.

Widnes Hall residents usually attend Whiston Hospital, when needed. We were told that the Red Bag¹ scheme, where care home staff pack a dedicated red bag that includes the resident’s paperwork, medication, as well as day-of-discharge clothes and other personal items, had not worked well. The bags were often lost and the home no longer takes part in this scheme.

There have also been problems with inappropriate discharge times, from Whiston Hospital. Midnight or 1.00am discharge times have happened on a regular basis. Residents have also been dropped back at the home without anybody being informed. The Manager told us that on one occasion she received a call at home, at 2am, trying to discharge a resident. When the Manager refused the resident was then returned home at 6am.

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/>

The home works closely with the Mental Health Team, Community Psychiatric Nurses and Social Workers to support residents with special needs and challenging behaviours. Professionals visit the home every week. Residents are only moved out of the home if necessary, due to their changing care needs.

STAFF FEEDBACK

During our visit we spoke with staff members and we also provided a link to an online questionnaire for staff to complete.

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?

What does your home do well?

- “I know Widnes Hall does well at person-centered approach, we give everyone a voice through activities choices and ideas and living in the home residents’ meetings monthly everyone has choices with everything they do all. Residents have trips out once a week. We are planning a Blackpool weekend away. Entertainers once a week and weekly oomph sessions we are always happy to hear residents, families, staff views.”
- “Caring for the customers we have living with us and all the different activities we put on for them, we help them live their lives to the fullest.”

What do you think your service could do better or be improved?

- “Environment - like making dementia units more colourful, having themed walls, sensory items they can touch”
- “The lay out of the home for example both residential units to be put up stairs and dementia units to be both downstairs so they can access the gardens more.”

How happy would you be for your family / friend to be cared for in Widnes Hall?

All staff we spoke with said they would be ‘Very Happy’ for friends / family to be cared for at Widnes Hall.

- “I have recommended Widnes Hall to friends of mine with grandparents suffering with dementia I am very confident to say we meet all residents needs to a high standard.”
- “There are no strangers at Widnes Hall only friends you haven't met yet It is a fabulous place to work. I would happily live at Widnes Hall.”

Do you feel valued and supported at Widnes Hall?

- “I always I know I can go and speak to Marie anytime she is always there for every member of staff, an residents and families.”
- “I feel valued, but I think the support could be better not from the managerial point but from the staff to staff side.”
- “I have worked at Widnes Hall for 10years, I love my job.”

SUMMARY

We found Widnes Hall to have a welcoming and friendly environment.

The home is split into 4 living areas, two for dementia care and two for residential living. The Manager has only been in place for around 6 months and is currently introducing several improvements to the home, including a relaxation area, bar and sensory garden.

The home is decorated in a warm and homely manner and residents can change their en-suite bedrooms to suit their tastes. The staff at the home were visible and interacted well with residents.

The Activity Coordinator was very enthusiastic and had a full programme of sessions and trips out on offer.

SUGGESTIONS

- 1.** Contact St Helens & Knowsley Hospitals Trust and NHS Halton CCG to highlight concerns over inappropriate hospital discharge and the issues around the Red Bag Scheme
- 2.** Continue with the improvement programme and excellent activity work and highlight this work to the wider community
- 3.** Remove the bathroom sign from the now storage room.
- 4.** Highlight any issues with local services to Healthwatch Halton
- 5.** Display Healthwatch posters and leaflets in the home to encourage resident and families to feedback their views.

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 within 20 working days 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

No response was received from the service provider.

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