



# Care home Website Review

An observational review of the care  
home websites within Luton

August 2020

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## Introduction

For this review, 39 privately owned care homes within Luton were included, where individuals are placed by local authority. Of these care homes, two are rated Outstanding by CQC, 25 are Good, nine Requires Improvement and three are Inadequate. One care home, Capwell Grange, has, in September, been put into 'Special Measures' by CQC, due to concerning behaviours and actions of abuse towards residents.

There is a difference between 'residential homes' and 'nursing homes' although, within Luton they are referred to as 'care homes'. A **residential home** is a place where all living needs are met, including food, laundry and utilities. A **nursing home** provides the same as a residential home, with the addition of on-site nursing care. Stays in these can be temporary or permanent. (<https://m.luton.gov.uk/>)

Also, those who have a learning disability may live within a residential care home or a similar environment. There are alternatives which can provide the support needed in a different way.



In England, if it is felt a person has care needs, a Care Needs Assessment must be carried out by the local authority, to ascertain what care needs there are and how these can be met. This can mean needing a place within a care home.

Care homes within Luton have placements to meet a variety of needs. This includes respite, dementia, mental health, learning disabilities, old age, physical difficulties, sensory impairment, substance misuse and rehabilitation.

There is a focus on virtual access and engagement within local organisations due to the current pandemic, so it is important that information can be found to make an informed decision about care for yourself, friends or relatives. Luton Borough Council has Care Placement Managers who oversee the placements within local care homes.



## Methodology

Healthwatch Luton have received some feedback about care homes within Luton and have begun researching this area to understand more of what is on offer within Luton.

Healthwatch Luton based the review criteria by pulling together the feedback received about care homes, speaking with the Local Authority and reviewing information available on other providers websites, such as primary care. Healthwatch Luton spoke with local authority and commissioners prior to carrying out these reviews to see if there were any specific areas that would be useful to be included within the reviews.

As the reviews were carried out in a non-invasive way – by visiting the websites online and completing the checklist, no consent was required from the care homes. All data collected is within the public domain, and as such, explicit consent was not required from the care homes to carry out the reviews. However, Healthwatch Luton advised all care homes of their intent to carry out the reviews and assured them there would be no interruption or requirement put upon the care homes. It was agreed any recommendations would be given with consideration for the current pandemic effecting work force and capacity.

Staff and volunteers were fully briefed before completing the reviews. Once completed the reviews were saved and sent to be analysed and reported on.

To ensure there was no changes missed, each website was reviewed in one go, with no returning once completing. To prevent any conflict of interest, if anyone had any links to any local care homes, they were asked not to carry out the review for that specific care home.



Care home Website Reviews: August 2020

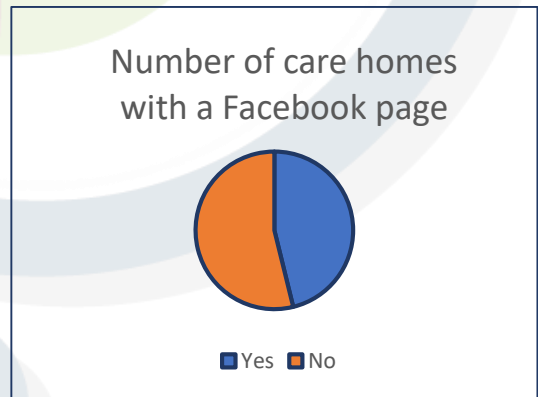
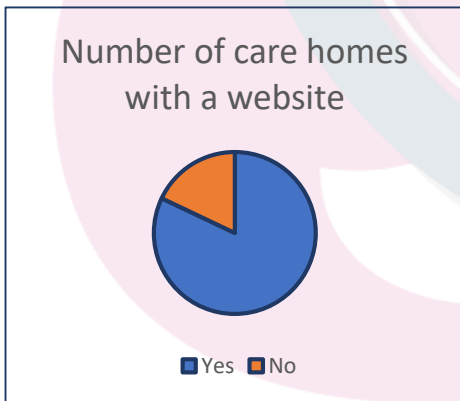


# Results

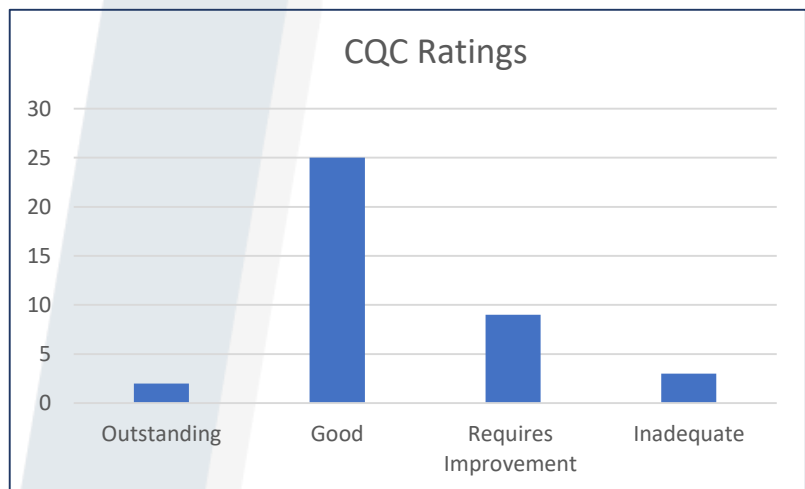
Healthwatch Luton reviewed 39 care homes websites between 8<sup>th</sup> and 16<sup>th</sup> August. Two care homes did not have a website and so we not reviewed. These were Belle Vue and Ellenbrooke. Healthwatch Luton did also include in this review Shared Lives. Shared Lives is a scheme in which individuals live within a home environment and they are supported by that family or carer.

Most care homes did not have their own independent website and when searched it went straight to the parent company website. Some websites did not have any information other than that which could be collected from [www.carehomes.co.uk](http://www.carehomes.co.uk). This was included in the results as it was how the public would be able to access the information should they try to. Of the websites hosts, there was a lot of different hosts used. Those who were via [www.carehomes.co.uk](http://www.carehomes.co.uk) (14/39) were the biggest number.

Seven of the care homes did not have a website and 21 did not have a Facebook page, although those who did have one, it was at times the parent.



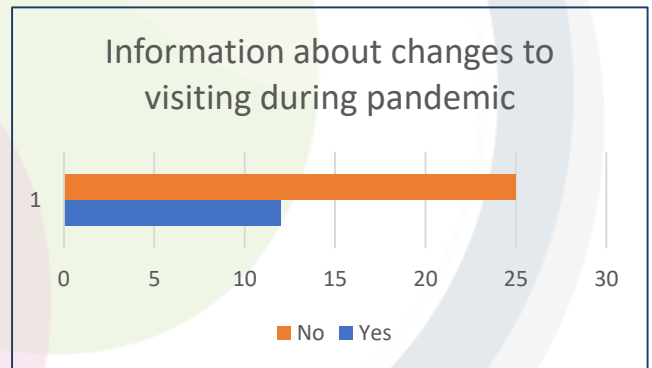
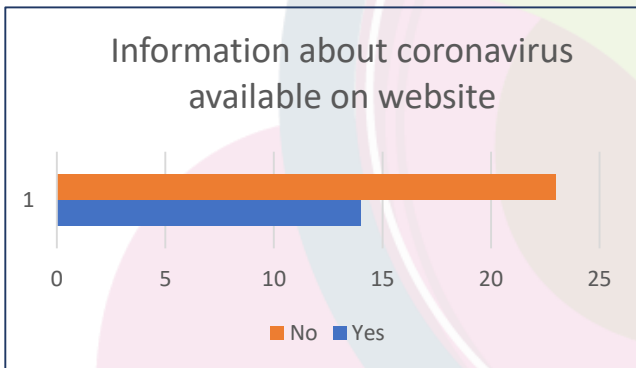
The CQC ratings were available on all of the websites. It was noted that just under one third (12) of the care homes had a rating of Requires Improvement or Inadequate



## Results

During this current climate of a national pandemic, Healthwatch Luton wanted to review what information was available about the effects and changes there may be for the care home. Healthwatch Luton looked to see if there were changes to visiting and also what precautions the care home may be taking surrounding coronavirus.

Of the websites reviewed, 14 had information about coronavirus and 12 had information about the changes to visiting.



Of the 37 care homes which had websites, 24 (65%) had the name of the Registered Manager available. Some of them were only found by going to the CQC report. Just three out of 37 websites included specific details of how to make a complaint or compliment. In a time when family and friends cannot visit people within a care home setting, there needs to be a way to make contact, should they feel necessary.

When looking at what activities were available if a resident, 12 had information about the possible activities. Of the 37 websites, 24 had details about the specialisms or specific client groups they could support, and 34 had information about the number of residents they could have at any one time.

Not one of the websites had information about Healthwatch Luton on it. There is not a contractual requirement, however, the East of England's Service Outcomes and Standards of Care Quality of Management states:

*15.1 Provide Service Users and / or their carers with adequate information, in an appropriate and suitable format, about the complaints process, including information on how to contact the Local Authority and the Local Government Ombudsmen.*

It may assist relatives, friends and carers who might want to provide feedback or make enquiries but are not comfortable going direct to the care home. With 34 care homes not showing how to make a compliment or complaints, Healthwatch Luton could support the home in giving independent information.



## Recommendations

Based on the results from the reviews of the websites, Healthwatch Luton would like the following recommendations to be considered by care homes within Luton, to allow the same level of accessibility and information to those who are looking at care homes for placements. We will share this report and recommendations with Adult Social Care, for them to be able to work with the organisations who they have placements with.

- **Access to information**

Whilst Healthwatch Luton appreciates not all care homes have the capacity or desire to have a website, it would be a recommendation for care homes to consider how the information about their care home is accessed by the public.

- **Registered Managers information**

It would be useful to ensure the details of the Registered Manager were available and how to raise a complaint/compliments.

- **Individual websites**

It might also help to have their own websites to ensure information, such as the current coronavirus information, is available when people have a relative or friend within the care home setting.

- **Information for the pandemic**

With less than half of the websites having information about the pandemic and its effects on the home and visiting changes, it would be a recommendation to ensure this information is available to family and friends during this time.

- **Include information about Healthwatch Luton**

It is not a statutory requirement for a care home to have the details of local Healthwatch on their website if they are not a NHS organisation, however, it could potentially increase feedback gathered about a care home. If the care home wished, they could also have an individual widget created by Healthwatch Luton to be on their website.

- **CQC ratings**

As a requirement for a care home is to include their CQC rating on their website, it might be useful to an individual if they were also able to see the action plans from the care home in relation to the CQC rating and how they were working towards a better rating



## Quality Assurance

To quality assure the work, Healthwatch Luton reviewed a small sample (8% - 3) of the reviews, to ensure they were an accurate reflection of the information found on the websites.

Healthwatch Luton ensured the information was a correct and true reflection of the websites and will ensure any recommendations are shared with the local authority, care homes themselves and Luton Clinical Commissioning Group.

## Data Information

The data will remain the property of Healthwatch Luton and any data used will be referenced.

## Evaluation

Healthwatch Luton carried out this review to try to understand what information was available to the public about care homes. This was a useful activity to carry out and Healthwatch Luton are able to share with partner organisations what information is available remotely and how accurate and up to date this information is.

Healthwatch Luton appreciate this is the information that is available digitally and does not account for any literature or other sources of information available from the care homes.

Healthwatch Luton will share this report with the care placement teams and also the care homes, so it can be used to support any feedback that they receive and review the information that is available at present in the digital world.

Healthwatch Luton will continue to carry out reviews similar to this for other aspects of the health and care system, in order to support and share the information that is available.





## Response from local authority:

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- Quality Assurance and Care Placement Manager



## Appendix

- I Checklist
- II Raw data table



# Appendix I



Questions	Yes/No	Notes
1. Does the Care Home have a website?		
2. Does the Care Home have a Facebook page?		
3. Is the website up to date? (date was updated)		
4. Is the Facebook page updated? (date last updated)		
5. Who is the web/host provider?		
6. Is there current Covid19 information?		
7. Is there information about the visiting? (including changes during this time)		
8. Who is the registered manager? Is there contact information for them online?		
9. What is the CQC rating? When was the last CQC inspection?		
10. How many residents are there?		
11. Is there a specialism for the service users? i.e.. Dementia		
12. Is there information about the activities/interactions available?		
13. Is the information/procedure to make compliments/complaints available?		
14. Is there information/links to local Healthwatch?		



## Appendix II

Simplified version of raw data



# healthwatch Luton

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