

Visit to Warrior Park Residential Care Home

July 2022



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Healthwatch Hartlepool Warrior Park Care Home Enter and View Report

Visits to Warrior Park Care Home 12 July 2022

1. Introduction

In March 2020 Healthwatch England instructed all local Healthwatch organisations to follow government guidance and stop all face to face engagement with the public, including Enter and View visits. This prompted local Healthwatch organisations to develop other ways in which the delivery of health and care services could be observed and monitored. This was partially achieved by the development of virtual visits which enabled limited, but valuable insight into the delivery of services in health and care settings.

With the gradual lifting of Covid restrictions it has become possible to reintroduce a face to face Enter and View visits and Warrior Park is our second “live” Enter and View activity since the initial lockdown in March 2020.

However, Covid 19 is still with us, and the visit to Warrior Park was conducted in a proportionate and responsible manner. This was achieved by means of a two person visit to the Home and additional virtual discussions with the Home Manager and staff from Hartlepool Borough Council’s Commissioning Team. The visit followed parameters and safeguards mutually agreed by all parties and formalised in a Risk Assessment which can be found in Appendix 2.

Details of visit

| Details of visit: | |
|------------------------------------|---|
| Service address: | Warrior Park Care Home, Queen Street, Seaton Carew, Hartlepool TS25 1EZ |
| Service Provider: | Four Seasons Health Care |
| Date and Time: | 12 th July 2022 at 9.30am |
| Authorised Representatives: | Zoe Sherry & Carol Sherwood |
| Contact details: | Healthwatch Hartlepool, 1st Floor, Greenbank, Waldon Street, Hartlepool, TS24 7QS |



2. Background

Warrior Park is a Care Home in Seaton Carew catering for people living with Dementia, General Residential Care, Elderly Mentally Infirm (EMI), General Nursing & Learning Disabilities.

It offers 52 rooms with 48 beds in use. There are no en-suite bedrooms.

The home is divided into 2 floors. Downstairs manages all categories other than severe dementia who are housed on the upper floor.

The home is staffed by the Manager RGN, Deputy Manager RGN, Nurses RGN 2 qualified, 7 care staff on days. 1 gentleman training, 5 care staff on a night which include 1 senior and 1 nurse. All staff members have NVQ's 2/3

3. Aim of the Visit

The visit to Warrior Park was conducted by Healthwatch Hartlepool. As mentioned in the introduction, due to ongoing Covid concerns the visit was a learning experience for all parties. It was delivered within parameters agreed with the Home and the Commissioning team of Hartlepool Borough Council by means of limited visits by two Healthwatch members and virtual discussions with the home manager.

Our overall aims were –

- To review progress and change since our last visit in November 2018
- To gather feedback from residents and family members of their impressions of care provision at Warrior Park and how it has evolved during the pandemic.
- To gain insight into the day to day provision of care within the home and the service provided.

4. Methodology

This was the second actual enter and view visit conducted by Healthwatch Hartlepool since the outbreak of the pandemic and as such required considerable preparation and planning. The visit process started with an on-line discussion with the Home Manager at which Stephen Thomas from Healthwatch Hartlepool and Graeme Martin from Hartlepool Borough Council's Commissioning Team were also present. This was followed up with a two-person visit. The visiting team comprising of two Enter and View trained volunteers Zoe Sherry and Carol Sherwood. The team initially familiarised itself with Healthwatch England guidance on conducting visits and engagement activities and most recent government guidance. The Visit took place on 12th July 2022.



Given the limited opportunities to speak directly to visitors and family members due to ongoing safety concerns, a questionnaire was circulated to family members of residents who regularly visited the home. A copy of the questionnaire and a summary of responses can be found in Appendix 2.

5. Findings

The Visit was notified to Warrior Park and took place on 12th July 2022

This is a 52 bed home with 48 occupied and expecting new residents.

We were met and greeted by the manager via a secure door. We were given a pack containing protective PPE to promote infection control.

Each visitor had done a negative lateral flow test that morning and also showed evidence of covid vaccinations.

The manger Val Halas took us to her office where our belongings were to be safely held.

We initially met with the manager in one of the lounges where we were given refreshments and met staff members.

We then interviewed 4 residents 2 downstairs and 2 upstairs. The dining room was light and airy and set out with white tablecloths with menus of that day and the next day for residents to choose. There is a varied menu including vegetarian and if they want residents could request alternative if they did not like the menu. Snacks are also available at any time. The kitchen was clean and orderly.

6. Independence

There are large lounges on each floor, comfortable seating with TV. Staff were very interactive with residents. The whole home was bright, clean, airy and odourless. There was no evidence of activities taking place, however this was before lunch, though we were informed that occasional bus outings occurred.

Friends and families are encouraged to visit and during the pandemic various types of electronic communication were used also the use of a newsletter, a copy of which is contained in appendix? An appointment system was used. There were no bedtimes though residents are encouraged to be ready for bed in nightwear before the night staff hand over.

7. Dignity and Privacy

The bathrooms were fully fitted, and members of staff (trained hairdresser) give beauty services which they all love.

All agreed that staff members called them by their preferred names. All said that they were able to practice their own religion if they wished but not many of them bothered.



8. Food and Nutrition

Residents can choose where to eat, and assistance is given with eating and drinking either in the dining-room or their own room if required.

There are always drinks available during the meal if required, and staff encourage the intake of fluids.

Healthy food options are available.

9. Involvement and Respect

All of the residents said that staff were respectful and polite, and one commented that if they were not she would inform her family to deal with it.

They felt that in the main the staff took time to listen and explain things clearly so that it made sense to them.

Some knew how to make a complaint, or pass on a compliment, but in some instances, members of their family would deal with this.

When required, the residents said that staff helped them with day-to-day tasks.

10. Safety and Security

All of the residents interviewed said they felt safe living in the Home, that their personal possessions were safe too. Some of their relatives looked after their personal things and took care of their finances too.

Those residents who required help with equipment such as hoists and walking-frames felt quite safe, and that staff supported them if needed.

There were no hazards observed during the course of the visit.

Some remembered what the fire-alarm sounded like, and what to do if they heard it.

11. Health and Wellbeing

Two of the residents approached felt that the staff were interested in their wellbeing and were always available to assist when required. They did not feel that they were consulted in decision making done in their interest.

12. General Comments and Observations

The Garden has been cut back to allow a better view. We were pleased to note that several improvements had been made since our last visit on 20 November 2018.

A cleaner brighter pleasant place to live in and odour free – waste is double bagged to prevent this. There is a good retention of staff.



There were many training opportunities available to them. The domestic staff had been trained in moving and handling as extra safety measures. They were industrious throughout our visit, and everyone was friendly.

13. Summary of visit

We returned to the manager and discussed our visit. Noted the feel and atmosphere in the house was good and improved on our last visit.

It was noted admission of covid infected people took place during the pandemic and were in isolation keeping the home safe. This is still encouraged.

14. Recommendations

- More activities to be available on both floors and actively encouraged to use outdoor space. Employ new co-ordinator, encourage staff to take up training opportunities.
- To encourage residents to accept the oral hygiene after meals.
- To continue the use of the newsletter and encourage continued access to families to air any grievances or concerns and share compliments.



9. Appendices

Appendix (i) –

Relative Questionnaire Feedback Summary (1 returned)

Introduction

1) How long have they been in the home?

5 months

Care

2) Are staff friendly/approachable?

Yes very

3) Are interactions between residents and staff positive and friendly?

Yes.

4) Are staff available when you or a relative/friend need them?

Yes.

5) Have you been involved in your relative/friends care plan?

Yes

6) How does the Home communicate with you?

Spoken to on my visits or if any query they phone me.

7) Does your loved one speak positively when in the Home?

Yes, quite comfortably. Always, has nothing but praise for the staff and the home overall.

8) Are you happy with the care your loved one is receiving?

Yes, very

9) When you visit is your loved one clean, suitably dressed and tidy?

Yes, all the time

10) What activities does your loved one enjoy?

Anything he can be involved in. He has a laptop and likes watching films etc.

11) What activities does your loved one engage in?

Word searches

12) Are they encouraged by staff to join in activities?

Yes

13) Have you ever been invited to attend meetings regarding your loved ones' care?

Yes



Environment

14) Are you happy with the cleanliness of the Home?

Yes

15) Do you feel your loved ones' room reflects them? Are they able to make it their own?

At the moment it hasn't been as he was undecided whether to move or stay but has now decided to stay so personal possessions will be brought in.

16) Are you happy with the cleanliness of your loved one's room?

Yes.

Visiting

17) Are you now able to visit your loved one in person?

Yes.

18) How is the home facilitating this?

Staff masking up, hygiene hand washing at door and any problems they help us with.

19) Do you know who to speak to if you have a complaint?

Yes,

20) Is there anything else you would like to tell us?

If we have problems or queries, we speak to staff, manager, or duty nurse



Appendix (ii)

1 HEALTHWATCH HARTLEPOOL

2 COVID RISK ASSESSMENT- ENTER & VIEW VISIT

Location of Visit Warrior Park

Assessment Prepared by Stephen Thomas

Date of 21/06/22

Date of Visit To be confirmed

Date Checked and Agreed by Home Manager

Comments - DRAFT Risk Assessment for proposed Enter and View visit to Warrior Park (date to be confirmed) by Healthwatch Hartlepool

3

| What are the hazards/risks associated with the visit? What could happen? Please list | Who is particularly at risk? | What precautions or existing control measures are presently taken? | Risk of accident/dangerous occurrence of non-compliance High/Medium/Low | Actions |
|--|---|---|--|---|
| Risk of infection (Covid, Flu or other) from members of the visiting team | <ul style="list-style-type: none">• Residents• Staff• Family members and other visitors• E&V visitor | Pre-visit Precautions <ul style="list-style-type: none">• The visiting team will be limited to two Healthwatch Hartlepool E&V representatives.• The visitors will be double Covid vaccinated and also had their Covid booster. This will be evidenced prior | High | <ul style="list-style-type: none">• Pre-visit virtual meetings with Home Manager (or designated representative) and HBC Commissioning Team to agree visit protocols and parameters• HWH Development Officer to ensure that visitors present all relevant vaccination |

| | | | | |
|---|--|--|-------------|---|
| | | <p>to the visit through presentation of their Covid Vaccine Passport, a copy of which will be made available to the Home Manager and HBC Commissioning team.</p> <ul style="list-style-type: none"> • The visitors will have had the annual seasonal flu vaccine. • Visitors will take a Lateral flow test on the day of the visit and provide proof of a negative outcome to Home Manager before the start of the visit. • The Home Manager will provide HWH with any relevant H&S policies which the visitor is required to be aware of and observe during the visit. • The visitor will attend a pre-visit virtual meeting with the HWH Development Officer, Home Manager (or designated representative) and HBC Commissioning Team representative to agree final visit H&S arrangements and protocols. | | <p>documentation prior to the visit and that it is made available to other parties.</p> <ul style="list-style-type: none"> • Visitors to ensure they have undertaken all required tests (PCR and/or Lateral flow) prior to the visit and that evidence is provided of a negative outcome. • Visitors to attend any virtual preparatory meetings with HWH Development officer, Home Manager (or designated representative and HBC Commissioning Team) as required. • Home Manager (or designated representative) to provide HWH with copies of all relevant Covid and general H&S policies prior to the visit |
| <p>Risk of infection (Covid, Flu or other) from members of the visiting team</p> | <ul style="list-style-type: none"> • Residents • Staff • Family members and other visitors • E&V visitor | <ul style="list-style-type: none"> • Visit Precautions • On arrival at the Home, the visitors will present all relevant documentation referred to above and their HWH Identity Card. • The Home Manager (or designated representative) will provide a full briefing around H&S requirements which the visitor will be expected to follow during the visit. • The visit will be limited to communal areas (conducted by the Home | <p>High</p> | <ul style="list-style-type: none"> • Identification of best practice to ensure risk minimisation at pre-visit virtual meetings • Agreement of strict set parameters within which the visit will be conducted • Development of pre-visit questionnaire for residents' family members and visitors to |

| | | | | |
|---|--|---|-------------|---|
| | | <p>Manager or their designated representative) and 1:1 discussion with residents or family members in the Homes designated covid safe area.</p> <ul style="list-style-type: none"> • The visitor will always wear full PPE in line with the policy of the Home and any underpinning legislative requirements during the visit, including mask, gloves and apron as well as observing social distancing requirements. • If the Home reports an outbreak (Covid, Flu, sickness/diarrhoea etc) the visit will be postponed. | | <p>minimise the need for face to face contact</p> <ul style="list-style-type: none"> • Cancellation of visit if the home reports an outbreak (Covid, Flu, sickness/diarrhoea etc) |
| <p>General Visit Safety measures</p> | <ul style="list-style-type: none"> • Residents • Staff • Family members and other visitors • E&V visitor | <p>General Requirements</p> <ul style="list-style-type: none"> • The visitor will dress in a manner which minimises infection risks (e.g., short sleeved shirt, no jewellery except wedding ring) • Visitors will observe all general H&S policies and practices of the Home and any instruction they receive from home staff during the visit. • The visitor will have completed the full HWH E&V training programme, have a recent and verified DBS check and will be an experienced representative. • The visitor will notify the HWH Office that they are safely home at the end of the visit. | <p>High</p> | <ul style="list-style-type: none"> • HWH Development officer to ensure the visitors are aware of and compliant with all policies, procedures and requirements relating to the conduct of the visit • Visitors to contact HWH to confirm safe arrival home on conclusion of the visit. |

healthwatch

Hartlepool

Manager Questionnaire - Summary

A. About The Home

- Owners –*Four Seasons Group Ltd*
- Number of residents/beds? – *52 beds, currently 48 effective beds*
- Registration, what services are you registered to provide? *Nursing general/EMI Residential general/EMI*
- Dementia friendly? *Yes, history – liaise with families (ICLS) Liaise with all MDT system*
- Specific Care needs of residents (eg living with dementia) *Kindness, empathy, committed to spend time to achieve allowing residents not to be rushed.*

B. Staffing

- Number/types of staff? *1 manager, 4 duty managers, 18 care staff, 9 domestic care assistants (provide domestic and care support),*
- Staffing levels day/night? *Two qualified, seven care staff on days, One qualified and SCA and five care staff, one senior and one nurse on nights.*
- Staff Qualifications (including managers)? *Manager RGN, Deputy RGN, Nurses RGN, Twenty staff members, all NVQ level 2 & 3.*
- Staff Turnover?
- Staff training mandatory/optional? (for example, dementia awareness and safeguarding)

C. Activities

- Activities Co-ordinator? *Currently recruiting but existing Magic Moments co-ordinator still supports.*
- Daily activities? *Weekly planned but flexible with weather*
- Special occasion? *Recent Jubilee Celebrations, currently have Catcote School students on Wednesday*
- Do you find out about your residents' areas of interest and try to accommodate them? *Yes, small group meeting, in an informal*

manner, this helps to promote conversation and Magic Moments Co-ordinator has listening skills.

D. Safety and Security

- Safeguarding procedures *As per HBC guidelines*
- Access to the building *Via key pads*
- Trips and falls *Falls referrals monitored via Accident and Incident recording*
- Personal possessions and money *Ask families to accept responsibility, lock in safe.*

E. Wellbeing

- Resident contact with GP's and Community Nurses *Many seen by Community Matron*
- Medication management *Monthly audits, online ordering by Deputy Manager*
- Oral Hygiene *Offered after meals, not all residents accept but small soft toothbrushes available.*
- Feeding, hydration, diet and support offered to residents *All residents who require assistance are supported. Moving afternoon and evening drinks round. Fresh drink on both floors for resident access 24 hours, helped by staff.*
- Washing and bathing, *Residents state preference to bathe or shower, 3 or 4 times per week, residents chose time. 3 specialist baths, two specialist showers, 1 bathroom awaiting conversion.*

F. Other Issues

- Residents and decision making *Capacity supported by*
- Contact with family members *Open door policy, newsletters, allocated times for families*
- Building temperature, *temperature monitored in rooms, main heating linked to external sensors*
- Complaints and Compliments, *Managed through complaints process*
- Hospital discharge *Assessment prior to admission*



Four Seasons Health Care Group

WARRIOR PARK NEWS LETTER

21/06/2022

Welcoming our families and visitors

Hello

Today is the longest day of the year and not to upset you its only six month and four days until Christmas.

News To Share

It is with sadness to inform you that Mark Armitage our Admin and Chef is leaving the home to take up the post of Mobile Chef Manager .

Mark has worked at Warrior Park since October 2006 and I hope you will join with me and the staff to wish Mark all the very very best in his new role. Marks final day in the home will be the 8th July.

Entrance and exit to the home.

I realize the frustrations of waiting for the door to be answered and waiting to leave the home.

The security of the home our residents, your loved ones, and the staff must be maintained.

On the other hand the staff understand your frustrations and are happy to help so please do not ask them for the code.

The codes will be changed by Friday and I hope you understand the reason why I have taken this action.

I have also spoken to the staff that they must action the door bell as quickly as possible. May I please ask you to support the Home.

Protected Meal Times

We love to see you and we know your loved ones enjoy your visits. I would be very grateful if you could avoid meal times.

The staff are completing assisted diets as well as supporting the dining room and visitors often unintentionally distract the residents from their meals.

We will be the first to update you if a resident is not eating well so I would respectfully request that you avoid visiting around meal times if possible.

Our meal times are

Breakfast 9am—10m

Lunch 12.30pm—2pm

Evening Meal 4.30pm—6pm

The staff have to complete personal care pre and post meal times



Staffing

With Mark leaving Jacqui is going to shadow the post whilst the recruitment of the post continues.

We have offered magic moment co-ordinator interim posts to the staff and I will keep you updated.

It is very important that we maintain continuity for our residents.

Special Events

Family Time with the Home Manager Valerie knows how busy everyone is and will always make time to see you. We would like to try a planned time.

21st June 2022 10am-12 noon

28th June 2022 6pm—8 pm

5th July 2022 10am—12 noon

12th July 2022 6pm—8pm



10. Acknowledgements

Healthwatch Hartlepool would like to thank Home Manager Val Halas and her staff team, residents and family members of residents at Warrior Park who helped to make our visit informative and enjoyable.

We also want to thank staff from Hartlepool Borough Council's Commissioning Team for their help and support in organising and facilitating our visit.

11. Service Provider Response

