

healthwatch

Cheshire East

Enter and View Report

Hollymere House, Haslington, Crewe

18 November 2022



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Report Details

Address	Hollymere House 72 Crewe Road Haslington CREWE CW1 5QZ
Service Provider	HC -One
Date of Visit	18 November 2022
Type of Visit	Announced (See methodology on page 5)
Representatives	Jem Davies, Alison Langley, Philippa Gomersall, Amanda Sproson
Date and detail of previous visit by Healthwatch Cheshire East	12 June 2019

Acknowledgements

Healthwatch Cheshire East would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

Disclaimer

This report contains information gathered by Healthwatch Cheshire Authorised Representatives (ARs) whilst undertaking an Enter and View visit on the date specified above. It provides an account of what was observed and presented on the day, including information gathered during conversations with residents and/or staff and/or family members/friends.

Where relevant additional information will be included from residents and/or staff and/or family members/friends collected through surveys and/or online feedback prior to or post the site visit.

What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act

2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of trained staff and volunteers, who are prepared as “Authorised Representatives” to carry out visits to health and social care premises to find out how they are being run and, where there are areas for improvement, to make recommendations.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports, which include feedback from the service provider, are circulated to the service provider, commissioner and the CQC and are made publicly available on the Healthwatch Cheshire websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view.

Purpose of the Visit

- To engage with people and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Environment, Food & Drink, Safeguarding, Staffing and Personal Care
- To observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

This Enter & View visit was carried out with prior notice.

A visit with prior notice is when the setting is aware of a timeframe within which we will be conducting an Enter & View visit, but an exact date and time are not given.

Preparation

In preparation for an Enter and View visit the Authorised Representatives who will be carrying out the visit conduct research that involves reviewing:

- The latest CQC report from a routine inspection of the service
- Any previous Healthwatch Cheshire Enter and View reports
- The Care Home's information held on the Carehome.co.uk website
- Entries on social media platforms
- Comments held on Healthwatch Cheshire's feedback centre
- Information received by Healthwatch Cheshire as a result of undertaking surveys.

On the day of the visit the Authorised Representatives hold a briefing to discuss findings from their individual preparation, and decide as a team how they will carry out the visit, and any specific areas of focus based on this prior knowledge.

Description and nature of service taken from Carehome.co.uk

Type of Service:

Care Home with nursing – privately owned.

Registered Care Categories*: Old age

Specialist Care Categories: Hearing Impairment, Speech Impairment, Visual Impairment, Stroke.

Other Care Provided: Own GP if required, Palliative Care, Respite Care.

Group/Owner: HC – One

Person in charge: Alison Brown

Local Authority/Social Services: Cheshire East Council

Admission Information: 65+

Room Information: 48 en-suite rooms

Languages Spoken by Staff (other than English): Polish, Tagalog

Facilities: Bar/Café on premises, Close to local shops, Gardens for residents, Lift, Minibus or other transport, near public transport, Own furniture if required, Residents Internet access, Stair lift, Television point in own room, wheelchair access.

Details of Visit

Environment

Hollymere House is a two-storey building located in the village of Haslington, Cheshire. It is sited on the main road, close to a bus route, local shops and amenities such as cafés, a pharmacy, a pub and a church. The home is well signposted and shares the car park with its sister home, Primrose House. It can be slightly confusing which door leads to Hollymere House; staff have provided a makeshift sign to help out. The car park is surrounded by well-kept gardens, which have lots of shrubs and hanging baskets.

We were greeted by a member of the team and asked to sign the registration book, and were informed that the manager was currently attending a meeting and would be with us soon. In the meantime, we were shown around the reception area leading to the lounge on the ground floor.

Hollymere House has 48 rooms which are of single occupancy, currently 46 of the rooms are in use.

Communal areas

There are several communal rooms across the home and we observed a number of these being used for activities during our visit. These are furnished in a homely fashion with plenty of comfortable seating and room to allow residents to move around free from obstacles. The corridors are wide to facilitate wheelchairs and have handrails all along them.



It was extremely pleasing to see how much thought has been given to the decoration of communal areas. Every photograph and picture evoked memories and are relevant to the residents' lives. All of the corridors have a spacious area for occasional chairs where residents could sit and relax.

Each corridor has an assisted bath and shower room. These are decorated in tranquil colours and murals for a relaxed bathing experience.

There is a large lift, and two staircases, one with a stair lift, at each end of the building.

All areas of the home were free from any odours and felt warm but not stuffy. The home is furnished in a cosy fashion, however some of the furnishings would benefit from upgrading, which we were told is planned during the refurbishment.

At the time of our visit Christmas decorations were starting to be put up with each corridor having its own lights. Residents are welcome to decorate their own rooms if they wish.

Residents' Rooms



All resident's rooms are en-suite and well proportioned. Residents are invited to furnish and decorate their room as they wish.

All the rooms have natural lighting and pleasant views. For example, there are numerous bird feeders which are located outside resident's windows and all look over green space.

Outdoor areas

There are enclosed landscaped gardens for residents, where they can take friends and relatives, with a green house and raised beds for residents who like to garden. The largest area is shared with the sister home, Primrose House, where the two homes mix and share large events, such as summer fairs. The gardens are accessible to all and are well maintained. New chairs and tables have been purchased recently and residents are encouraged to use the garden, including becoming involved in growing both vegetables and plants in the raised beds.



Other Facilities

Hollymere House has its own hairdressing salon on site which a visiting hairdresser uses three times a week.

Food and Drink

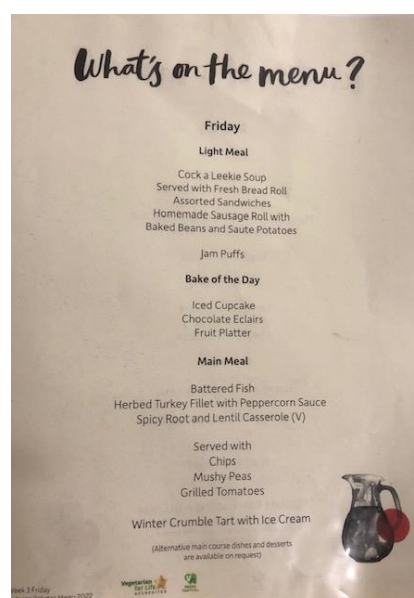
All food is prepared within the home and we were shown menus which rotate on a six-weekly basis. However, staff acknowledge that residents may wish for different food and this is always accommodated. Residents can choose to either eat in the dining rooms or their own room. All of



the dining rooms are pleasantly decorated and furnished, although it was felt some of the dining rooms are a bit small. The manager told us that there are plans for a refurbishment of the home, which include opening up a lot of the spaces to create larger lounge/diners.

Whilst Hollymere House tries to encourage protected meal times, family and friends are able to join residents for meals; these are either taken in the resident's room or in a room on the ground floor where they can 'host' family.

Snacks and drinks are available throughout the day with a dedicated 'tea trolley' time which includes cakes and cheese and biscuits.



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During the Covid-19 pandemic Hollymere House had a dedicated room for visitors. They are currently using this room as a 'private dining area' where residents can host their visitors. There are plans for Christmas Afternoon Teas and we were told a number of bookings have already been made.



Recreational Activities

The Activity Coordinator, Kate, works 35 hours a week; she has been at the home for over 20 years. At the time of our visit, she was busy running a Christmas Craft session for residents. Family members were participating too and Christmas carols were playing. Kate interacted in an encouraging and helpful manner at our visits and commented that she loved her job and couldn't believe she was being paid to do such an enjoyable job.

We were told that she spends half her time on each floor, sometimes working one to one with residents in their rooms doing activities, reading to them or just talking. Popular activities that the residents enjoy include craft, quizzes and jigsaws. The home is fortunate to have its own minibus and recently visited Blackpool for the illuminations, followed by a fish and chip supper.

There are several notice boards around the house listing the timetable for activities and encouraging residents to join in.

There is a resident budgie, and pet owl visits regularly as well as two cocker-poops who come every week. We were



told that residents have been able to bring pets, such as dogs, if appropriate.

Residents

During our visit we spoke to several residents who were taking part in the morning's craft activity and all said that they were happy in the home. They enjoyed the activities and found staff friendly and helpful.

All residents we saw appeared well cared for and clean. During our tour one of the residents asked for something from Alison, who immediately asked us to wait whilst she addressed her needs.

Hollymere House is supported by the local churches who provide weekly services for residents.

Relatives and Friends

Whilst we were visiting Hollymere House we saw a couple of family members and were able to speak with them. One relative said her Mum was really happy at the home and that she found staff and the home excellent, which was reassuring knowing that her Mum was well cared for there.

The home holds Relative Meetings periodically; however, despite varying the times, they are not very well attended. Relatives are welcome and regularly get involved in activities.

There is a Relative Communication Record which is updated every time staff speak with a relative.

The home has a 'Resident of the Day' on each floor. This involves all staff i.e. nurses, carers, maintenance and domestic staff and ensures there is a holistic approach to every aspect of the resident's care.

Staff

All staff at Hollymere House wear uniform which is appropriate to their role. There is a dedicated section of the home's website which explains the roles



and what uniform is worn by each member of the team. Additionally, each staff has a name badge and a quote about them e.g. "I love Florida". This, we were told, helps promote conversations with both residents and families.

We spoke to a number of staff members, who were all happy to speak with us openly and honestly. They all told us how they felt

supported and if they had a concern, they had full confidence that they could raise it immediately with the manager.

Most staff are permanent, but agency cover is sometimes needed. The home tries to be 30% overstaffed to cover leave and illness. There are 10 staff during the day and five at night; one nurse and four carers.

There is an extensive training programme at Hollymere House, which supports all staff members in continuous personal development. Alison told us that the majority of their staff have progressed through professional levels so it is an excellent investment in both people and residents.



Promotion of Privacy, Dignity and Respect

All interactions we observed were respectful and a genuine warmth was seen between staff and residents. Staff are patient with residents to truly understand their needs.

During our visit an alarm bell was activated and we observed staff swiftly, yet calmly responding to this call.

We asked Alison what tools helped staff and residents communicate and it was apparent that a Hearing Loop is not installed at the home. This would clearly benefit the residents.

Safeguarding, Concerns and Complaints Procedure

The manager, Alison, is the safeguarding lead. All staff we spoke to told us how they would raise a concern and that they had full confidence that they would be taken seriously.

Alison told us that she and her deputy like to be visible to staff, residents and relatives and encourage people to tell her openly if they have any concerns and complaints.

Medication and Treatment

Although the Haslington surgery is just opposite the home, Hungerford is the practice registered for the home. The GP visits every Tuesday for routine cases, but will deal with urgent problems as they arise. The doctors react well with the staff and respect their opinions. Residents can continue to see their own GP, but cannot transfer to Haslington as it is the registered practice for Primrose and is not accepting new patients from Hollymere. A chiropodist visits every 6 weeks but there is a charge. There is a local dentist and even residents in wheelchairs can be easily taken there, but it is a private practice so residents have to pay. Opticians also visit and offer hearing tests as well.

Care Home Best Practice Initiatives

The home consistently monitors residents' dietary needs and they are weighed regularly to identify any concerns and some residents have their meals tailored to meet their needs under the guidance of the dietician using the MUST (Malnutrition Universal Screening Tool) to ensure these are met.

We were told that the home uses Restore2, which is a physical deterioration and escalation tool for care settings. It is designed to support homes and health professionals to recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately, according to the resident's care plan, to protect and manage the resident.

Recommendations

- Install a hearing loop, particularly as the home specialises in caring for older and hearing-impaired residents.
- Continue with the plans for the refurbishment, ensure that this is completed with consultation from staff, residents and family to create the best environment for existing and future residents.
- Consider changing entry from the far end of the building to the front.

What's working well?

Hollymere House has recently received an award from Carehome.co.uk recognising excellent reviews and feedback from residents and their families.

All our Authorised Representatives who visited agreed that Hollymere House is a warm, welcoming environment where residents appear happy and are valued and respected. We observed staff showing care and compassion, whilst it was obvious that a genuine warmth exists between residents and staff.

There is a well thought-out and inclusive activities programme designed with the residents in mind.

Service Provider Response

Thank you for a professional and friendly visit to Hollymere House. It was a pleasure to show you around and to introduce you to some of our residents, families and colleagues.

We will take your recommendations onboard and look forward to meeting you again in the future.

Alison Brown Care Home Manager