



## Enter & View Report

Name of service:	Stocks Hall Care Home 6 Elderflower Road, Dentons Green, St. Helens, Merseyside. WA10 6FP
Date & time:	13 <sup>th</sup> May 2015, 2pm
Authorised Representatives:	Joanne Heron, Judi Lunt
Support team members	Janet Roberts
Contact details:	Healthwatch St Helens 0300 111 0007

### Acknowledgements

Healthwatch St Helens would like to thank the staff and residents and family members at Stocks Hall Care Home for their valuable time during this visit.

### What is Enter & View?

Part of the local Healthwatch duty is to carry out Enter & View visits. Local Healthwatch representatives carry out these visits to health & social care services to find out how they are being run and make recommendation where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices and dental surgeries. Enter & View can happen if people tell us there is a problem with services or, equally, if services have a good reputation so we can learn about them and share good practice from the perspective of the people who experience the service first hand.

Healthwatch Enter & Views are not intended to specifically identify safeguarding issues, however any safeguarding concerns which arise during a visit will be reported in accordance with Healthwatch safeguarding policies. If, at any time, an authorised representative

observes anything that they feel uncomfortable with they should tell their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

## **About the service**

Stocks Hall Care Home one of 6 homes in Lancashire and St Helens owned by Stocks Hall Nursing and Care Group, based in Skelmersdale. The building is located in a quiet neighbourhood and backs onto St Helens cricket and football ground.

The home houses 54 bedrooms having a light, airy and spacious feel. There are 4 sections to Stocks Hall: 3 for people with physical disabilities, care, and one for early onset dementia. There are 24 hour long and short stay placements, respite and daycare dependent on the needs of the individual.

Their philosophy on how they deliver their service is based on 'Care with Integrity and Respect'.

Manager: Julie Gaskell

## **Purpose of the visit**

- To follow up areas of concern and identify any areas for improvement
- To engage with residents, their families and carers
- To observe care at the point of delivery
- To identify good working practice

## **Methods used**

This was an unannounced visit.

The visiting team used observation through the senses and talking with staff and residents to get a general feel for the environment and care being delivered.

Conversations with residents centred around how they felt in general about living in the care home.

Discussions with staff explored issues including training, their relationships with residents and how they felt about their work.

## **Summary of findings**

This was a first class example of how person centred care should be delivered. The delivery truly reflects the ethos of 'care with integrity and respect' within a warm, homely environment.

It was clean, with a positive, uplifting atmosphere. As well as providing the practical needs of care there was also plentiful opportunity for fun, creative, and recreational activities with the encouragement and support from carers, offered in a kind, respectful manner. Residents are well cared for, appear happy and content, and feel a sense of belonging. Posters and noticeboards on the walls depict lots of information on activities and fundraising events, as well as policies and procedures including complaints and an open door policy. Staff are encouraged to develop professionally and personally, and there is very little turnover.

## **Results of visit**

### **First impression**

Stocks Hall was viewed to be a very well presented purpose-built 8 year old building on entering the grounds. The visiting Team was warmly greeted at the door by the manager Julie Gaskell. There was a signing- in book in the foyer which we were asked to sign. The Visiting Team felt a warm, welcoming and happy atmosphere as soon as we entered. The building was light and bright with a pleasant aroma. Both front doors were secure and there were settees and an operating coffee machine in the reception area.

### **Staff**

There is very little turnover of staff - most of them having been there since the building opened. It was obvious when speaking to staff that they are highly motivated and felt passionate about their jobs, rather it was more of a vocation. Staff do not wear a uniform so it feels like more of a home than just a place of residence.

There is a mixture of nursing and care staff with 3 of the units being nurse-led.

There is a designated smoking area for staff outside the building. Hardly if any, residents smoke.

### **Staff Training**

Staff are trained in-house in all the mandatory areas but external trainers are used for specialised areas. All staff are encouraged to do training and there was a specified notice board which displayed a diary of training for all staff. Recently a number of staff within the group undertook an 18 month City & Guilds Assistant Practitioner's qualification which focuses on person-centred service delivery, and also enables them to undertake some clinical duties otherwise reserved for health professionals. Chefs within the group undertake City & Guilds accredited Food Nutrition in partnership with Unilever Food Solutions.

Some workers are 'Champions' and are very much encouraged to support peers. Promotion and personal development is encouraged throughout the organisation.

### **Recreation & leisure**

There is a lot of information on the walls advertising fundraising events throughout the year, and activities/events for residents. Admin staff have taken the initiative to create posters in colour to make the white paper much more interesting.

There is a full-time therapist who does nails, hair, Reiki and other holistic therapies in a dedicated room. She is truly passionate about her role.

There is also an art room within a 'log cabin' type structure adjacent to the main building, which was imaginatively decorated to stimulate all the senses. There were old vinyl records and sleeve covers lining the walls behind a counter to mimic a coffee bar style decor. At the time we observed, a tutor was chatting about the work of a particular artist to a small group of residents along with their support workers, and how they could produce a piece of art work themselves based on the style of the artist. The ethos is very much what residents can do by providing opportunities and guidance for the residents to creatively express themselves.

### **Food & refreshments**

All dietary needs are catered for and there is a very varied menu. People who choose to live there can make their own meals and their own drinks with or without support.

Staff eat with those people who choose to live there. Some choose to have Sunday lunch with their families.

### **Privacy & dignity**

There was very much a sense of 'belonging to a family' in the home. Residents were referred to 'they live with us' rather than just residents who have to live in a home for a particular reason.

The gardens were immaculate and in one corner there was a Memory Garden with brass plaques of names of those who have passed, as a gesture to the deceased but also to the residents who may find comfort after losing another resident who has been like family to them.

Residents wore their own clothes and the laundry uses a tag of labelling system to ensure they continue to wear their own clothes to preserve their sense of individuality and ownership.

There was a noticeboard advertising different networks of which dignity was one of them. There was also a noticeboard defining what is meant by dignity using colourful creative ways.

We were invited to look at one resident's bedroom with en-suite which was clean and was made personal with photographs and knick knacks. This particular resident expressed her feelings of being valued and cared for and at feeling part of the 'family' here.

### **Hygiene & cleanliness**

The place was clean and there was no aroma apart from a neutral or pleasant one. Residents were clean and well turned out.

### **Safety & security**

There was a secure entry into the building and a key code to exit. Visitors were allowed to come and go at will and a signing in book was positioned adjacent to the door.

There is an open door policy for families, and there are notices depicting complaints procedure as well as suggestions and comments.

## Medical care

As mentioned above there is a mixture of nursing and care staff with appropriate ratios of staff to cared for.

## Additional Comments

The visiting team was very much welcomed on this unannounced visit. Observations and conversations made it so obvious that this is a well-run place with a wonderful atmosphere. It is a first class example of how a care home should be, overseen by an efficient but caring Manager. This is also credit to 'person-centred' ethos of Stocks Hall Nursing and Care Group, and staff should be proud that they have implemented and facilitated this approach. The resident is regarded as a person with their own individual needs and personalities, and a member of a family.

At this point we are unable to make any recommendations as we genuinely couldn't find any room for improvement. All we can suggest is to continue to provide a first class service, and continually monitor what they do.

## Recommendations

### Response from Provider

The care home manager accepted the recommendations made and appreciated the Enter & View team's feedback.

## Disclaimer

Please note that this report relates to findings observed on the specific date stated. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.