

**healthwatch**  
Salford

# Heath Cottage Care Home

Enter and view (November 2022)



(Photo for illustration purposes only)

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# Introduction

Healthwatch Salford is your health and social care champion. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in Salford and beyond.

Healthwatch Salford have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012. One of these statutory powers is to undertake Enter and View visits of publicly funded adult Health or Social Care premises.

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, dental surgeries, optometrists and pharmacies.

Enter and View visits are undertaken when Healthwatch Salford wants to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services, obtain the views of the people using those services and make recommendations where there are areas for improvement.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Salford also produces reports about services visited and makes recommendations for action where there are areas for improvement.

Information gathered and reported on is referenced against information from health and social care providers, commissioners as well as national and local research sources.

Healthwatch Salford Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Salford safeguarding policies.

*Further information about Enter and View is available at*

[Healthwatch Salford | Your spotlight on health and social care services](#)

*The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 is also available to view at*

[Microsoft Word - uksi\\_20130351\\_en.doc \(legislation.gov.uk\)](#)

## Acknowledgments

Healthwatch Salford would like to thank the Heath Cottage Care Home staff team and residents for their contribution to the Enter and View visit.

## Disclaimer

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

## Visit details

Service provider	Heath Cottage Care Home
Service address	119 Station Road, Pendlebury, Swinton, M27 4BU
Date/time of visit	10am – 1pm Thursday 10 <sup>th</sup> November
Authorised Representatives	Ali Macleod (Lead Rep), Scarlett Ash, Joe Hadley
Healthwatch Salford	The Old Town Hall, 5 Irwell Place, Eccles, M30 0FN Email: <a href="mailto:Info@healthwatchsalford.co.uk">Info@healthwatchsalford.co.uk</a>

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Website: <a href="http://www.healthwatchsalford.co.uk">www.healthwatchsalford.co.uk</a>

## The Care Home

Group/Owner	Partnership Caring Ltd
Person in charge	Kerrie Holland (Manager)
Type of Service	Care Home (Residential) – Privately Owned  Registered for a maximum of 28 Service Users
Registered Care Categories	<ul style="list-style-type: none"> <li>• Dementia</li> <li>• Old Age</li> <li>• Physical Disability</li> <li>• Sensory Impairment</li> </ul>
Other Care Provided	<ul style="list-style-type: none"> <li>• Convalescent Care</li> <li>• Day Care</li> <li>• Own GP if required</li> <li>• Palliative Care</li> <li>• Respite Care</li> </ul>
Local Authority	Salford City Council
Admission Information	Ages 18+
Room Information	<ul style="list-style-type: none"> <li>• Single Rooms 16</li> <li>• Shared Rooms 6</li> <li>• Rooms with ensuite WC 16</li> </ul>
Facilities and services	Close to Local shops, gardens for residents, lift, near public transport, own furniture if required, pets by arrangement, smoking not permitted, television point in own room, wheelchair access

Information taken from [carehome.co.uk](http://carehome.co.uk) November 2022

Latest Care Quality Commission\* (CQC) Report on Heath Cottage: Good  
[Heath Cottage - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

\* Care Quality Commission is responsible for the registration and inspection of social care services in England.

# Purpose and Strategic Drivers

## Purpose

To engage with residents of care homes and understand how dignity is being respected in a care home environment.

- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings and to experience the care home using the 3 primary senses of sight, sound and smell.
- Capture the experience of residents and relatives and any ideas they may have for change.

We asked questions around 8 'care home quality indicators,' produced by Independent Age in partnership with Healthwatch Camden. (2016)

Surveys and questions are based on '8 care home quality indicators'.

A good care home should:

1. Have strong, visible management
2. Have staff with the time and skills to do their jobs
3. Have good knowledge of each individual resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate residents' personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used.

## Strategic Drivers

Following the Healthwatch Salford Annual Priorities Survey in January 2022 we received feedback that the public wanted us to look at Adult Social Care. This was developed at the Business planning session into a project

looking at the public's experience of using care homes which was scheduled for October to December 2022.

# Methodology

This was an announced Enter and View visit. On first arriving for the visit, we approached a member of management before we spoke to anyone in the care home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons. During the time of our visit, there were 21 residents living at the home. Authorised representatives conducted interviews with 4 members of staff at the care home, plus the Manager. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes and staff training were explored. Authorised representatives also approached 5 residents at the care home to ask them about their experiences of the home and, where appropriate, other topics such as accessing health care services. No family members were present for us to speak to, although the posters advertising our visit were visible around the building. A proportion of the visit was also observational, involving the authorised representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose. Some paragraphs and text in this report have [], in part of a sentence. Anything written in [] represents words we have added for clarity or removed to protect identity.

# Summary of key findings

Heath Cottage Care Home has a pleasant atmosphere, and the residents appear happy. The staff get on well with the manager, and there is a strong team of caring staff, several of whom have been working there for a long time. Several of the residents have also been at the home a long time and this has enabled good relationships with the residents.

There is not an Activities coordinator employed at present, but someone was being interviewed on the day of our visit, and in the meantime other staff have been covering this role.

The building appears slightly tired, both externally and internally, and the courtyard garden area does not appear to be looked after.

The home effectively uses technology with CCTV cameras installed in all communal areas which the manager monitors, and person-centred software (PCS) on mobile devices which allow for immediate updates following contact with a resident.



# Results of visit

Three Enter and View authorised representatives visited Heath Cottage, and were able to talk to the manager, four members of staff and five residents.

## Resident Feedback

### Activities

- Residents took part in a few different activities, including knitting, reading different books, adult colouring, having their nails done, watching tv, and having the hairdresser visit.
- One resident said that if family/friends contribute to a resident's fund, then they can get a singer in to entertain them.
- Residents generally don't really feel like they can do activities they do before they came, but one resident said that they ask their relative to buy equipment sometimes, e.g. cross stitch. One resident said "Not really anything I'd want to do".
- The residents said that they don't go on trips out unless a relative takes them out for shopping or a meal.
- The residents felt that they hadn't been given the opportunity to suggest new activities, but one resident suggested trips to Worsley garden centre and the Wildlife Park down the road. Another resident said "No suggestions – happy plodding along".

### Food and mealtimes

- The residents seem to be generally happy with the food. "It's quite good – stuff I'd eat back home". Another resident said "Enjoy food – two good cooks".
- The residents are shown a menu and given a choice of food.
- The residents generally said they enjoy meal times, "It's a bit of a get-together with the other patients".

### Health

- Health professionals visit and one resident sees an audiologist each week for her ear, and said that the nurse sometimes comes in.

## Religion, cultural and lifestyle needs

- None of the five residents who we spoke to had any religious, cultural or lifestyle needs. One resident said “Not sure – would try asking if needed.”

## Staff and management

- Residents generally knew who the manager was. “She’s very good and very kind, thoughtful.”
- One resident said “She’s got one hell of a responsibility.”
- The residents thought the staff were good and caring. “Pretty good, they’re funny at times.”
- Resident generally felt that the staff had time to stop and chat, and that the staff knew their likes and dislikes.

## The Home

- Residents generally felt at home “We’re quite happy here – this is the giggle corner”.
- Residents generally felt like they knew how to make a complaint if needed.
- In terms of wanting to change anything, two residents said “No not really, we’re comfortable, it’s not awful, it’s not cold, comfortable chairs, we’re relaxed and we giggle.”
- Residents generally felt happy with the current measures in place to protect against COVID. “Fantastic – I got it in hospital. They shut it down straight away here.”
- And the residents felt happy with the security measures “Feel safe here”.

## Staff feedback

### Activities

- There is no Activities Coordinator in place at the moment so the staff have taken on this role. Activities which were mentioned were: Nails; jukebox playing old music; a therapy dog who visits; play your cards right; bingo; skittles; dominoes; card games; arts and crafts.

- Trips outside weren't mentioned, but the home has recently received an invitation to a Christmas party on December 12<sup>th</sup> and some residents and staff are going to that.
- There are 2 lounges – one louder and one quiet. Sometimes staff sing with the residents in the louder lounge, and they encourage them to take part in all the activities if they want to.
- Residents can suggest new activities via a questionnaire and some residents had suggested playing Bridge, going to the pub and adult colouring, and these suggestions were being looked at.

### **Food and Mealtimes**

- There are set mealtimes with breakfast being served from 8, lunch from 12, and dinner from 4. Snacks are served in between.
- Most residents come to the dining room, but some are served in their room.
- There are choices offered for all meals, and if residents don't like them "[manager] will go and buy anything they want".
- Staff feel that they don't have to try and make mealtimes sociable "We don't need to try – they all talk to each other".

### **Health**

- The home receives regular visits from health professionals. Residents are encouraged to keep their dentures in and they are labelled when they take them out so they don't go missing.

### **Religion and Culture**

- None of the residents have any specific needs at the moment. One resident used to receive regular correspondence from the church which is located directly opposite the home, but this particular resident has passed away.

### **Care for the resident**

- Several staff reported that they were long-standing – one staff member we spoke to said they had been there 17 years and the team were like a family.
- They reported that many of the residents were also long-standing, so they got to know them well, and knew their likes and dislikes.

- They get to know the resident's needs through the care plan, and by talking to them and their family. And they have also done a survey to find out what they enjoy.
- When the needs change the manager updated the care plan and all the staff can view the changes via the person-centered software on their mobile devices. Sometimes the internet isn't strong enough to make immediate updates and if several people are using the mobile devices simultaneously the system can crash.
- The staff generally felt like they have enough time to care for the residents. There was one view expressed that the resident's needs were increasing, and that more staff would be needed in order to ensure residents' safety.

### **How the home is run**

- Staff reported that residents and family could make suggestions in how the home is run and these are passed on to the manager. Some relatives are more engaged than others, and they can email the Head Office.
- All the staff who we spoke to felt that they could have a say in how the home is run. They all felt well supported by the manager. "She's really good, she's the best we've ever had. If there's a problem we're not frightened to tell her."
- One member of staff felt that the manager perhaps wasn't as well supported by Head Office as she could be.
- Several of the staff said that they were currently doing training to do NVQ courses, and well as other training such as learning disability and training on spotting and preventing pressure sores.
- When asked what they enjoy about their job, staff all gave similar answers that they enjoyed helping the residents: "I enjoy seeing the residents every day. Just knowing that they can't look after themselves, and putting a smile on their face, is an achievement. I love spending time with them."
- Staff told us about an initiative last year where family and friends and anyone that came into contact with the home were encouraged to send in Xmas cards, and they received a massive influx which was lovely to see.

- A successful fundraising raffle has been set up and received lots of raffle prizes from family and friends, who likewise helped with ticket sales.
- At Christmas the staff all do Secret Santa and each buy a present for one of the residents.
- All staff were aware of current measures to protect against COVID and happy with them.
- All staff were happy with security measures that were in place including codes on doors, and codes to access cellar and stairs, and CCTV cameras. The manager does regular risk assessments.

## Manager

### About You

- The manager has been at the home for 6 years and started as a senior care worker level 5, and 3 years ago she became the manager.
- She feels that she knows the residents well, and has a good staff team so there is a good atmosphere. She enjoys being hands-on and covers shifts too.

### Resident's information

- All residents have a questionnaire to complete on admission and the home receives the support plan to highlight their needs and likes/dislikes.
- The home has introduced person-centered software last year so that a resident's needs can be updated straight away on a handheld device, and it also makes a note of each contact with a resident.

### Activities

- The home has just lost an Activities Coordinator, and the manager was interviewing for a replacement on the day that we visited.
- Other current activities include: a therapy dog visiting, hairdresser every 2 weeks, they play bowls and skittles (One of the residents used to play for a local bowling team), they have a jukebox in the lounge which they use for karaoke, the carer workers paint the resident's nails, they are attending a Christmas party on 12<sup>th</sup> December, and there is a singer booked to come on 22<sup>nd</sup> December.

- In the past they have had trips to Matalan, Blackpool, the fish and chip shop, and the local pub.
- Residents are given the opportunity to suggest new activities.

### **Mealtimes**

- Choices are provided at mealtimes.
- Snacks are served in between mealtimes.
- Residents who need support to eat tend to sit at the same table, and others sit at other tables, and mealtimes are generally quite sociable.
- Some residents prefer to eat in their rooms and are served there.

### **Health**

- The chiropodist comes every 8 weeks but can be called out in between.
- Staff help keep an eye on residents' teeth/dentures. There are also visits from audiologists and opticians.

### **Religion and Culture**

- No residents currently have any religious needs. One resident is from Venezuela and if he has an appointment they request an interpreter.

### **Staff**

- Five staff have just enrolled for the next level NVQ.
- They all go through mandatory training and are just doing learning disability training.

### **Residents/family feedback**

- A survey is circulated from HO "having your say" every couple of months.
- The manager regularly checks in with family/friends to check they are happy, and has held meetings for them.
- There is a complaints procedure which is displayed.

### **The Home**

- All COVID measures are in place.
- Security – office is locked. Regular maintenance checks take place. Sensor lights are on outside.
- The office has a screen showing all the CCTV cameras which are carefully monitored, and the manager also accesses this from home.

## Environment / observations

Heath Cottage Care Home is a 28 bedroomed home housing 21 residents at the time of our visit. The Home is a converted building located on a fairly busy main road, with a small amount of parking and free on-road parking. The entrance to the building is not through what appears to be the front door, and instead, you have to go around the side of the building and through a gate.

The outside of the building looks slightly tired and the courtyard garden at the back is not well looked as there is long grass and the fountain is overgrown with weeds.

Inside the home is set on 2 floors with stairwells and lift access. There are 2 lounges, a dining room plus a conservatory where visits sometimes take place. The home appeared generally clean and tidy although some cobwebs were spotted.

The décor includes pictures on the walls showing old film stars and giving information about them. Lifts and bathrooms are well signposted.

There is no staff room but a staff noticeboard just outside the office. Staff use the office to have their lunch or eat with the residents. The office is also used for storage.

The poster advertising the complaints procedure used jargon and was quite a small font.

We did not observe a list of activities.

From our observations staff had a good rapport with residents, addressed the residents by name and made good eye contact and chatted together.

# Recommendations and Service Provider Response

## Recommendations

<b>1</b>	<p><b>Environment</b> – The courtyard garden area to be given an overhaul and regularly maintained – this could provide a nice view from the windows as well as providing an extra area for residents and visitors to sit in during nicer weather.</p> <p>Response from Heath Cottage Care Home:</p> <p><b>“The maintenance person would usually maintain this, due to the current and recent weather it has not been able to be completed, he has also had other priorities to maintain inside the home, I have recommended that he complete when other priorities have been done.”</b></p>
<b>2</b>	<p><b>Activities</b> – Employ an Activities coordinator who can ask residents what they would like to do, introduce armchair exercises, advertise the activities options and offer more outings.</p> <p>Response from Heath Cottage Care Home:</p> <p><b>“I held the interview as planned and [ ] is due to start in the first week of January as she has to work her notice period at current role. The trip out is going ahead as organised on 12th and therapy dog has been today and continues to visit regularly, staff on duty encourage service users to participate in activities of their choosing where possible.”</b></p>
<b>3</b>	<p><b>Care for the resident</b> – Install a stronger internet connection so that mobile devices can all be accessed and</p>



	<p>used simultaneously, allowing updates on person-centred software to be made and viewed immediately.</p> <p>Response from Heath Cottage Care Home:</p> <p><b>“I have had a phone call just this morning from the company who did come out to install a stronger network but they have to turn the power off so they have had to re-arrange for a more suitable time - I also have raised this with head office. The devices do update when staff are closer to the office so care notes are automatically updated so nothing is missed, professionals can access the care plans via the computer/laptop maintaining confidentiality.”</b></p>
4	<p><b>Complaints procedure-</b> Have a clearer and anonymous complaints procedure located in a prominent area for residents and family/relatives.</p> <p>Response from Heath Cottage Care Home:</p> <p><b>“There are displays around the notice boards and on admission relatives are informed of the process, there are also whistleblowing notices for anyone visible around the home and will be re-informed of the process on the next residents/relatives meetings when possible.”</b></p>
5	<p><b>Community links</b> – Develop stronger links with the local community, for example the church/local schools/local voluntary groups such as Scouts/local choir, who can visit the home/entertain residents/help with garden maintenance.</p> <p>Response from Heath Cottage Care Home:</p> <p><b>“We have a local Asda who often donates gifts for residents, once the activities co-ordinator is in post this will be something that will be allocated to her as part of her role, we have previously sent letters to various company's but had a limited response, COVID restrictions have contributed to what could be offered. We also have had several donations from a knitting group who have donated blankets, dolls ETC for residents.”</b></p>



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