

healthwatch

Cheshire West

Enter and View Report



**Davenham Hall Nursing Home,
Northwich**

4 December 2023

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Report Details

Address	London Road Davenham Northwich CW9 8LL
Service Provider	Springcare Care Homes Ltd
Date of Visit	4 December 2023
Type of Visit	Enter & View (with prior notice)
Representatives	Tricia Cooper Jodie Hamilton Diane Brown (Volunteer)
Date of previous visits by Healthwatch Cheshire West	4 July 2018

This report relates to findings gathered during a visit to the premises on specific dates as set out above. The report is not suggested to be a fully representative portrayal of the experiences of all the residents, friends and family members or staff, but does provide an account of what was observed by Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visits.

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 staff and volunteers, who are trained as Authorised Representatives to carry out visits to health and care premises.

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 are circulated to the service provider, commissioner, the CQC and relevant partner organisations. They are also 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 residents, friends and relatives of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change
- To observe residents, friends and relatives interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from residents, friends and relatives

Methodology

This Enter & View visit was carried out with 'Prior Notice'.

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were not given.

Prior to the Enter and View visit the service was asked to display both the letter announcing our visit and a Healthwatch Cheshire poster in a public area. The service was also asked to share surveys amongst residents, friends and relatives. Members of the Healthwatch team visited the service prior to the Enter and View visit to deliver paper copies of the surveys.

To enable us to check that there are no health outbreaks at the premises that would prevent the visit taking place for infection control reasons, this Care Home was made aware that we would be coming on the morning of the visit.

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.

About Davenham Hall Nursing Home

Davenham Hall is a 67-bedroom nursing home housed in a large Georgian Grade II listed building, situated in the village of Davenham, near Northwich.

The home comprises Davenham Hall residential/nursing unit and The Barns specialist dementia unit. 58 of the bedrooms are ensuite and currently 59 bedrooms are in use.

The Manager has been in the post for one year, having managed another care home previously.

Findings

Arriving at the care home

Davenham Hall is situated down a drive off the London Road. It is well signposted, and is located in a lovely rural setting, surrounded by large well-kept gardens. It has a good-sized car park next to the nursing home.



The front door was answered promptly on arrival, and we asked if we should sign in the visitors' book. The entrance hall has been recently refurbished and is in-keeping with the style of the house. We were told the



refurbishment of main areas of the home have been completed and the remainder of the building will be refurbished in early 2024.

At the time of our visit, Song Time by Jo Jingles was taking place in one the lounges, and Christmas songs were being sung. This is an activity the residents can join in with parents and toddlers (a weekly event at the home).

We were shown around the building by Springhares' recently recruited Compliance Officer, who was carrying out an unannounced visit to Davenham Hall, and one of our representatives spoke with the care home's Manager. When asked what we should see during our visit, we were told "friendly interaction between the staff and the residents, and a nice calm and friendly atmosphere."

Treatment and care

Quality of care

The Manager told Healthwatch they use Firdale Medical Centre and the GP visits every Wednesday or as and when needed. Residents can use their own GP *"if they come to us on end of life, but generally it is better to all be under the same GP as it makes it easier."*

If a resident becomes unwell and needs additional care the Manager said *"We fight to keep a resident here if they become unwell; trying to keep them at home reduces the extra anxiety. If someone needs to go to hospital for treatment, eg IV antibiotics, then obviously they would have to go but then we would like them back with us. I wish we were able to do IV*

antibiotics in the home so the residents didn't have to go into hospital. But unfortunately, this isn't something we can do yet."

Davenham Hall has one discharge bed that was not in use currently because the gentleman had just passed away. They do also use this bed as an 'avoidance of hospital bed' for low level care eg, for wound care.

When asked about additional services, we were told a hairdresser comes in every Wednesday and a chiropodist visits every five weeks.

The home has a link with a dentist, but residents can stay with their own dentist and staff will take them to their appointments. They also have visits from a mobile dentist based in Nantwich.

When asked about links with pharmacies, we were told the home has recently started using Well Pharmacy in Northwich.

Davenham Hall uses Eyecare opticians who have a record of the residents and will come into the home when they are required to.

Other health services which come into the home include "physiotherapy, dieticians, speech and language therapist, TVN (tissue viability nurse) advice and a wheel chair company."

There is a hair salon in the home but we did not see inside. We observed residents looking clean, tidy and well dressed.

During our visit we heard one call bell and it appeared to be answered promptly.

One relative said her father's clothes seem to get lost/disappear. When Healthwatch raised this later with the Manager, they did say they were aware of the problem.

Privacy, dignity and respect

Staff appeared friendly and caring; there were numerous occasions when residents were brought drinks in various rooms and spaces. There was a family event whilst we were there, and it involved residents and their

families. There were a number of young children singing and dancing with the residents joining in. It was a very happy event.

When asked how Davenham Hall ensures privacy, dignity and respect are promoted, the Manager told us that adhering to privacy, dignity and respect of the residents comes very naturally to the staff. They speak to the residents, explaining what they will be doing and always ask for their permission. Some examples are knocking on doors, asking for consent to carry out personal care, covering residents' top and bottom areas of the body when carrying out personal care, and residents that need assistance at meal times are assisted in a dignified way.

Regarding alternative systems/accessible information/ hearing loops/large print information, the Manager informed us the home has picture boards, braille if needed, large printed books, and newsletters and leaflets are printed larger font if required. Two members of staff can use Makaton sign language and the Manager has also begun learning Makaton. The Compliance Officer said she ensures compliance and complaints documents are in an 'easy read' format. We observed one resident wearing headphones to help him hear the radio.

We saw personal belongings, including ornaments, in residents' bedrooms but none in communal areas or corridors in the nursing home. In The Barns dementia unit, there were personal memory boxes outside residents' rooms.

Understanding residents care plans

The Manager explained care plans for residents are in place, and these are updated monthly, and as and when needed. Davenham Hall has moved to an electronic format but they will continue to record medication on paper for the time being. These will eventually be transferred to electronic records.

All residents have a pre-assessment, and when they arrive at the home, if they are able, staff will sit down with the residents and discuss their care plan. They will try to incorporate as many preferences as possible,

including food and drink, and whether they would prefer a male or female carer. Incidents and accidents are also recorded in these plans.

We were told relatives can have involvement with their loved one's care plan, and this occurs more frequently on the dementia side of the home.

Relationships

Interaction with staff

When asked if staff should be wearing name badges, the Manager told us that they should, but some staff had misplaced them and replacements were on order. We noticed some staff were not wearing badges; however the Manager was wearing hers.

Generally, staff appeared happy and approachable during our visit. The Compliance Officer was very helpful, and said she was enjoying her new role. One Healthwatch representative spoke to a member of staff attending the family event. She had worked there for six years and said she was happy there. She had received online training and had appraisals annually. She did not see care plans but was aware they were discussed with families. She said she would not change anything because she regarded Davenham Hall as a homely place where residents were cared for.

We saw staff interacting with residents and greeting them as they passed. Staff appeared approachable.

When asked what was the best thing about living in the care home, one resident answered *"The staff are very caring and friendly - they are good with relatives in the main, as in all care homes some are more patient than others but I would be able to speak up. I am deaf so like to be on my own quite a lot."*

Another relative responded *"My dad is bed bound at present and has only been here for about three weeks. He has been looked after very well. The care is really good, they are all friendly and he is eating and drinking. The staff are trying to build him up so that he can get out of bed. They are turning him regularly to try to prevent pressure ulcers. He has a big family*

and we are able to visit him. He is in a lot of pain but staff are helping him daily.”

The Manager told us *“It isn’t just an eight or 12 hour shift to the staff; they really care and enjoy what they do. There is a lot of banter between the staff and residents and they all get along really well.”*

Connection with friends and family

A Healthwatch representative spoke with three daughters of two different residents. They appeared to be happy with the care their families were receiving. There was one issue, with clothes disappearing when laundered, which has been raised at a formal level.

The home appeared well ordered and organised.

When asked about the relationship between staff and residents’ friends and family, the Manager told Healthwatch that the relationship is really good. The home has good support, with friends and family attending events and meetings.

Wider Local Community

Jo Jingles comes in every Monday, a choir visits on a Thursday and they have a female singer who comes in.

The local garden centre and pub donate items to Davenham Hall, for example a Christmas tree or items for the residents.

Everyday Life at the Care Home

Activities

In the Barns we observed lovely interaction between the Activity Coordinator and a resident whilst making a Christmas wreath.

We were told a vicar was coming to visit to hold a memory service, where family and friends would be invited to remember those loved ones they had lost.

When asked if they have an Activities Coordinator, the Manager responded *"We have two Activities Coordinators, one working in The Barns and one over here in this building. They work 32 hours each."*

The Manager told us that the Activity Coordinators plan different activities in the two buildings because the residents have different needs. Activities such as arts and crafts take place, and dominos and other games are played within the care home.

Staff let residents know what is taking place, and each Activity Coordinator creates a board of events; one is at the front of Davenham Hall and one is on a blackboard in The Barns.

Residents have involvement in the activities that take place. *"When activities are being planned, the Activity Coordinators will ask if the residents would like any entertainment to be booked and will also discuss activities being planned."* The Manager also added that there are always conversations going on and the home is very person centred.

They told us there are one to one activities for residents who do not leave their rooms. The residents enjoy such things as listening to music albums and having a chat. The staff try to encourage residents to join in activities but if they wish not to then it remains their choice.

We were told the home frequently celebrates special events. It recently had a Christmas fair, and they celebrate birthdays with a cake and flowers.

Relatives told us that special occasions were recognised.

We heard happy birthday being sung to one of the residents during our visit.

The Manager mentioned that they have had a touring Christmas pantomime, and this was enjoyed by the residents. They also held a karaoke evening, which included a number of the multi-cultural staff sharing their home country's Indian and Filipino cuisine with the residents.

A Christmas party is planned for 20th December, and they will be inviting friends and family to join the residents and staff in the home.

Regarding day trips, the Manager told us they share a mini bus with three other care homes. They are able to use the bus once a week and residents enjoy a trip out. They have visited places like the Ice Cream Farm, the garden centre, the local farm's café and the Candle Factory.

On our visit it was noticeable that the majority of residents were downstairs, sitting in lounges or quiet areas.

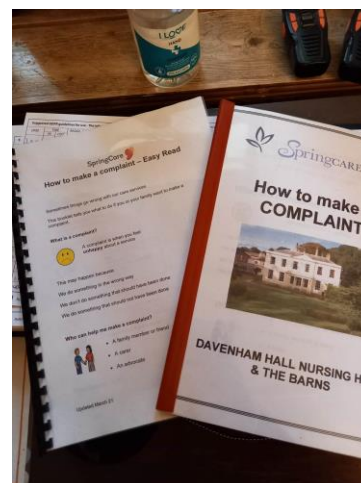
Person Centred Experience

When asked how they ensure residents' experiences are person centred, the Manager told *Healthwatch* "Everything is person centred here. Conversations about how residents are feeling and what the residents want are always taking place. Next year we are going to Blackpool because a resident wants to dip their feet in the sea, so we have decided this would be something other residents can enjoy too."

Davenham Hall has a resident of the day, and they are selected by the room numbers which makes it easy to keep track.

Regarding raising complaints, concerns or feedback, the Manager told us residents know how to complain, raise concerns and give feedback. "Residents would talk to myself or staff, who would then report back to me."

Healthwatch noticed there were a couple of books in reception for recording concerns and complaints - one was an easy read. The CQC rating was also in the entrance hall.



When asked if there are residents' meetings, the Manager said "We have residents' meetings every five months. We were going to combine the friends and family meetings with the residents but we decided that our residents would be more comfortable with a separate one."

We were also informed there is provision for religious/spiritual needs. The Activities Coordinator told us that the local vicar attends every month to give communion.

The Manager told us Davenham Hall does allow pets to visit the home, and the Manager brings her own dog and guinea pigs, which the residents enjoy.

Environment

Some areas of the care home need maintenance. There are signs of leaks on ceilings and one bathroom had a hole in the corner of the ceiling. The Manager informed us this bathroom was not in use currently. Healthwatch suggested signs were placed on the doors of any bathrooms not in a usable condition, and the doors be locked.

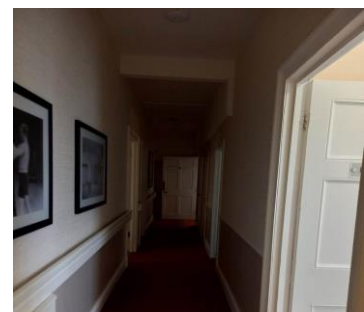
We noticed the downstairs areas of Davenham Hall was not reflected in the upstairs areas. This should be noticeably improved once the refurbishment is complete.

Communal Areas

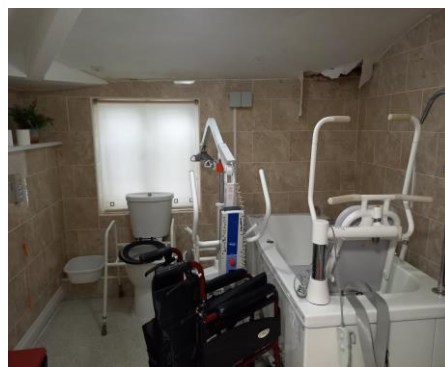
There are four lounges of different sizes and a dining room in Davenham Hall, and two lounge/dining areas in The Barns. The lounges in the Hall have all recently been refurbished to a high standard, with new furniture and decor. We felt the home was comfortably warm.



There is lots of natural light in the communal areas of the Hall but corridors upstairs are quite dark and could benefit from better lighting. The air in the home seemed quite fresh and pleasant.



During our walkaround Healthwatch observed a number of the bathrooms in the Hall were being used to store



equipment such as hoists and walking frames. We suggested these were stored elsewhere so the bathrooms could be used by residents. The Manager took our comments on board and agreed to clear these bathrooms and store equipment in empty bedrooms.

Some of the bathrooms appeared old fashioned and in need of a refresh. One of the window sills in a shower room was lacking in paint which had chipped off, but this should be rectified during the refurbishment.

Residents' bedrooms

Residents' bedrooms seemed to vary, and we saw two large ones and two smaller ones. One of the large bedrooms was well equipped, but other smaller bedrooms looked much sparser. In the Hall, many only have a basin.



There was plenty of natural light in the rooms and some of them had beautiful views of the home's gardens.

When we asked if residents can make their rooms feel like their own with personal items and furniture. The Manager said *"Yes of course, it's their home. I couldn't imagine not be able to have pictures and my own things with me, so residents are more than welcome to have personal items in their rooms."*



When asked if they have been able to make their room their own, one resident told us that they have put up pictures and photographs.

Couples are able to sleep in the same bedroom if they wish.

Outdoor areas

The extensive grounds are well maintained and have areas for the residents to sit and relax. *"We have gorgeous grounds. We also have a tent*



in the garden in the summer if residents want to sit in the shade. The garden is really big so even if someone wanted to go off and sit quietly, the garden is large enough for them to do so."

Food and drink

Davenham Hall have their own catering staff and all meals are freshly cooked on site.

When asked how and when residents choose their meals, we were told *"A staff member goes around in the evening, asking residents what they would like to eat the following day. Residents are able to change their minds on the day, if they want something different. We always make enough; residents can have whatever they choose."*



There are two options each day and they cater for special dietary requirements. *"We currently have two coeliac residents and one vegetarian resident. Residents are able to eat where they wish, but we do try and encourage residents to come out of their rooms for their meals as it's a social thing. We do have large tables that are able to fit over a bed or chair."*

Healthwatch witnessed lunch being served around 1pm. It arrived on a hot trolley wheeled into the dining room. Staff worked from a menu and served residents individually. All staff were wearing PPE to serve the meals. Soup was served as a starter and the choice of mains were mince beef, potatoes and vegetables or a pasty, potatoes and vegetables. Residents all looked happy and comfortable during lunch. We saw staff taking meals to residents who were not in the dining room. These were all taken on trays and the hot food was covered. Sandwiches were also taken to residents, and again these were covered on a tray.

The dining area in the main home is very attractive with new furniture. The dementia unit dining room was more practical.



A selection of snacks and drinks are available throughout the day, and the trolley goes around approximately every three hours.

The Manager told us that friends and family can join relatives at meal times if they wish. *“Friends and family have been invited to the care home for Christmas dinner with their loved ones.”*

Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The three we focus on are:

<p>MUST (Malnutrition Universal Screening Tool)</p>	<p>A tool used to identify adults who are malnourished, at risk of malnutrition(undernutrition), or obesity. It also includes management guidelines which can be used to develop a care plan.</p>
<p>Restore2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate)</p>	<p>A tool designed to help staff recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to their care plan to protect and manage the resident.</p>
<p>RITA (Reminiscence /Rehabilitation & Interactive Therapy Activities)</p>	<p>A digital reminiscence therapy with user-friendly interactive screens and tablets to blend entertainment with therapy. It assists patients (particularly with memory impairments) in recalling and sharing events from their past through listening to music, watching news reports of significant historical events, listening to war-time speeches, playing games and karaoke and watching films.</p>

Davenham Hall uses MUST, and we were told they have just started to use Restore2. *“Any new residents go straight on to Restore2 and we are currently adding existing residents onto this.”*

RITA is not used by the home but the Manager told us they are fundraising for a magic table.

When asked if they engage with the End-of-Life Partnership, the Manager said she was an End-of-life Champion and showed us the certificate on the wall.

When asked what their biggest challenges were, the Manager told us that her *"getting the staff on board; increasing the staff by 75% and they have all remained; and relatives coming around and accepting a new Manager."*

When asked about their biggest success to date, they said *"improving the environment of the home, getting the staff to work together by reminding them that this is one home not two homes, and retaining staff."*

Recommendations

- Remove items being stored in usable bathrooms, and clearly mark on doors if bathrooms are not to be used, and lock these doors
- Consider having additional/improved lighting in the upstairs corridors of the Hall during the continued refurbishment
- Consider having the car park tarmacked
- Ensure all leaking areas have been repaired before the upstairs is refurbished.

What's working well?

- Care plans discussed with residents and families, and updated monthly
- The care home appears to be very person-centred, meeting residents' needs and involving the family

- A helpful Compliance Officer for a number of homes in the group, who checks accidents, incidents, fluids (hydration) and food intake. The Compliance Officer also checks care plans are followed up, kitchen audits are carried out, and the health and safety and medication distribution
- The Activities Coordinators do a fantastic job. You can see how much effort goes into organising activities for the residents and to encourage family and friends to join in. Residents look very happy and we witnessed a variety of activities taking place, including singing, games and crafts
- The downstairs of the residential unit (the Hall) had been extensively refurbished which made it really pleasant to walk around. Staff appeared friendly and willing to support residents with their needs. There appeared to be plenty of staff available
- Great sociable atmosphere for residents within the home.

Service Provider Response

We have emptied all bathrooms that we were using for storage and have put a sign on those doors that need maintenance of any kind and locked them. All storage is in one room and that is also locked, and those bathrooms that are in working order are being used for purpose. All leaks and environment issues have been planned to be fixed. Lighting is being looked at.