

Whitestones Care Home

Enter and View report

21st November 2023

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About us

We are an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

Our mission

We are a strong, independent, and effective champion for people that use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

Our vision

We want to see people who use health and social care services centre stage, so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.



What is Enter and view?

One of our roles at Healthwatch is to undertake Enter and View visits. Our team of trained authorised representatives (ARs) enter and view local health and social care services to find out how services are being run in action. We collect evidence on what works well and what could be improved to make people's experiences better. We then provide recommendations to the service.



Our Enter and View visits are not intended to identify safeguarding issues or act as inspections. However, if safeguarding concerns arise during a visit, they are reported in line with our Safeguarding Children & Adults policy.

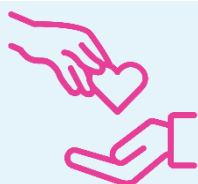
Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC) Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined Up Care Derbyshire's Public and Patient Insight Library.

Visit information



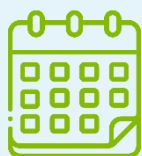
Service address:

139 Manchester Road,
Chapel-En-le-Frith,
High Peak,
Derbyshire,
SK23 9TW



Service provider:

Derbyshire County Council



Date of visit:

Tuesday 21st November 2023



Registered care home manager:

Angela Hewitt
Tel: 01629 531276



CQC rating:

Overall - requires improvement



Authorised representatives (ARs) who visited:

Lisa Brightmore, Helen Severns and Lesley Surman



Healthwatch responsible officer:

Lisa Brightmore (Enter and View Officer)
Tel: 01773 880786

About Whitestones

Whitestones Care Home is a Derbyshire County Council service located on the outskirts of the town of Chapel-en-le-Frith, in the High Peak area of Derbyshire. The service provides accommodation and personal care for up to 40 adults who have a physical disability, sensory impairment, dementia, or people with a mental health condition.

At the time of our visit, there were 15 residents and a team of staff. The staff team included:

- the registered manager
- the deputy manager
- a senior member of the care staff
- four members of care staff
- a domestic member of staff
- a receptionist
- Kitchen staff, including a cook

The food for the residents is prepared fresh each day in the kitchens on site. Currently, the kitchens at Whitestones Care Home are also providing hot meals daily for another Derbyshire County Council care home in Buxton, via a taxi service.

The accommodation is located on one floor, with spaces for people to watch TV and get together. There are 40 ensuite rooms, a dining room, and access to a secure outdoor space and garden area.



The visit

Summary

- We saw and heard evidence from staff members of having pride in their work and a shared vision and culture
- We heard about a responsive and supportive relationship with Goyt Valley Medical practice
- The environment was clean, tidy, warm, and homely
- The staff were welcoming, caring, and helpful
- There was fresh home-cooked food
- The home would benefit from an increase in general personalised activities and volunteer involvement
- The home would benefit from additional dementia-friendly signage and information cues
- It would be helpful to create a regular newsletter to share key information and activities with relatives and visitors.

Why did we do this visit?

This was a planned and announced Enter and View visit. Derbyshire County Council invited Healthwatch Derbyshire as part of a programme of visits to observe and report on:

- The quality of care provided
- Identifying how people are involved in service improvements
- Identify any issues or concerns raised by service users, staff, and relatives
- Reviewing equality and diversity practices.

How did we do it?

The ARs were equipped with various tools to gather information. The following techniques were used during the visit:

- Direct observation of interactions between staff and residents
- Observation of social activities provided for the residents where appropriate

- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents.
- Observing the delivery and quality of care provided
- Talking to residents, visitors staff (where appropriate and able) about their thoughts and feelings regarding the service provided
- Observing accessibility throughout the building, and other facilities provided for visitors.

All the information captured was recorded on the ARs paperwork which included checklists and questionnaires.

What did we see and what did people tell us?

Locating the building

Although the postcode worked to navigate us to the home, two of our AR's missed the signage for the entrance. This may make it difficult to find for anyone who hasn't visited the home before.

Recommendation 1:

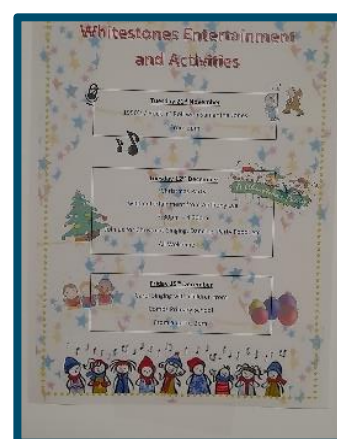
To investigate if the current entrance sign can be repositioned so people who haven't visited the home before can find the entrance easier.

Signage

We felt there was a lack of dementia-friendly signage and cues in the building and corridors. As per the Alzheimer's Society guidance, dementia-friendly signage helps people to identify familiar landmarks, and to independently find rooms such as the dining room, communal areas, and lounge areas.

Toilet signage was good for residents and was dementia-friendly. However, we did not find any toilets signposted for visitors' use during our visit.

We felt some other signage and information was either written too small or seemed confusing.



Recommendation 2:

To check that the signage in the corridors and the building is clear and dementia friendly. Use larger print on posters and pictures to provide extra visual cues for residents and visitors.

Identifying staff

We could not find any visual information to tell us about the staff members currently working at the home, who were on duty, and what the different uniform colours mean.

Recommendation 3:

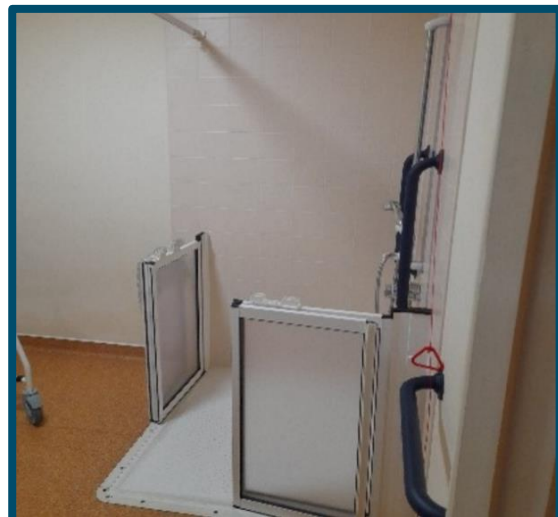
Create a visual guide for visitors and residents to identify regular staff. Include staff photos, roles, and uniform colours.

Accommodation

The rooms and bathrooms we saw were clean and tidy whilst having a homely and personal feel to them.

All areas we saw were clean and tidy, no unpleasant smells were noticed.

We noted that the resident's room we were able to look at had 'This is Me' information on the wardrobe. This information gives anyone entering the room clues as to what the person's likes and dislikes are.





We noticed that there were several areas and rooms available for residents to take part in activities or enjoy watching TV. These rooms were well decorated and displayed appropriate items.

We noted the bar in the main entrance seating area and heard about when this had become a great weekly meeting place for those wanting to recreate the Friday post-work pint and interaction. This was when the activity coordinator was funded and in post.

One member of staff told us:



“It was great to see how this was used each week, it was like a Friday after-work tap room! And those using it enjoyed the experience and memories it brought back”.



Recommendation 4:

The larger communal rooms could be used by local groups, volunteers, and clubs to help increase activities in the home such as singing, art, or movement groups. Plus invite the past church choir and gardening group back.

Personalised activities

During our visit there was a singer providing stimulation and encouraging movement.

We were told that the care staff do what they can to provide activities and plan on re-inviting church singing groups that stopped during COVID-19 back into the home. We had feedback throughout our visit from residents, family members, and staff regarding the lack of options currently available to residents for regular and personalised activities, and opportunities to engage with the local community groups, volunteers, or services. One resident who loves reading told us that they would welcome the opportunity to have an intellectual debate, but this is not currently possible.

Some comments made to us during our visit:



“Mother enjoyed trips out, these have stopped due to funding.” **Relative**

“Not had any activities for a long time, singer today.”
Relative

“ ... playing throw and catch the ball but no other chair-based exercises.” **Resident**

“Sitting with someone to go through newspapers, parish magazines or support them to use a tablet to explore where they lived and the things they enjoyed, is so important for those who want to remain in touch.” **Member of staff**

“We open the tearoom for people's birthdays and special occasions plus feedback sessions so relatives can come, join in, and share feedback.”
Member of staff





“To promote involvement and independence I work on their skills and what they can do, empower them to do these two or three times a day.” **Senior member of staff**

“The service used to have the local church choir visit and entered the local gardening competition in the past. However, lots of these types of activities stopped or got put on hold during COVID-19.” **Member of staff**



It was also noted by a **member of staff** that:



“Some residents do not want to know what is happening outside the care home and in the wider world.”



Recommendation 5:

Having access to a dedicated activity and volunteer coordinator will support residents' physical and mental well-being in a personalised way.

Choice and independence

During our visit, we were informed that fresh meals are cooked on-site by a highly regarded cook. We did not see a menu option with picture cues for people with dementia or sensory needs at the time of our visit to help with menu choice.

Recommendation 6:

To introduce large print menus that have a picture option alongside each day's meal choices to support independent choice.

Working together

We asked if everyone worked together as a team to support residents to make their own choices about their care and treatment wherever possible.

Whitstones Care Home is linked to Goyt Valley Medical Practice and, throughout our visit, we heard positive reports from residents, staff, and relatives about how well this service supports the care home. They have a call each week from the practice and a fortnightly visit. When there is a need for medical assistance, the manager described having a very responsive service from Goyt Valley Medical Practice.

Wider services such as mental health support an optician, chiropodist, and audiology are available and brought in as needed. Dental care is provided through Goyt Valley Dental Practice. All staff have recently undertaken Oral Health training to help them support greater awareness of the importance of good dental and mouth care with the residents.

We were told:



“Yes, they get all the support they need.” **Relative**

“We have a great nurse practitioner and GPs and can feel safe to e-mail and call if needed. They are responsive and happy to help with medication.”

Staff member

“Would like to try a bit of physio to get a little better.” **Resident**



Recommendation 7:

To offer support to residents who wish to access the physiotherapist and increase their movement and physical activity options.

Workforce

We asked if staff, residents, and relatives think the staff are well trained and supported to provide good care.

Everyone we spoke to told us they believe the staff are well trained and provide good care.

We asked staff members how they make sure they promote equality and diversity. Everyone we spoke to told us there was a new code of conduct. Some staff members said:



“I listen and understand the persons needs, so we can provide what they want.” **Staff member**

“I respect routines and preferences, what works for them.” **Staff member**

“We had a deaf resident and we had sign language training, the library also helps with large print and picture cards.” **Staff member**



When things need to change

We asked staff, residents, and relatives how they would make a complaint, tell someone about a concern, or suggest an improvement.

Two residents told us that their family member makes sure they get what they need and know how the system works.

Three staff members told us they know how to manage a concern or complaint and feel confident and supported to make suggestions for improvements.

The manager told us they have a recurring complaint regarding access to the building after the reception and management team have left for the day at 5.00 pm. Visitors wait for the door to be opened which can be delayed due to staff on duty being busy with residents.

We were told by members of staff that having to work the current shift pattern which includes nights has made it difficult for some staff members to continue working at the home.

The manager told us that they have difficulty recruiting which means they cannot have all the

40 rooms occupied. On the day we visited there were 15 residents.

Recommendation 8:

Evening door opening for visitors, to consult with and develop a workable solution with staff and visitors.

Recommendation 9:

Review the current rota for staff, and consider flexibility with shift patterns to help with staff recruitment and retention.

Further information

The information below is intended to support Whitestones Care Home in reaching its goal of improving the residents and visitor experience.

<p><u>Derbyshire Dignity Award</u></p>	<p>To introduce the Dignity Award plus Dignity Champions</p>
<p><u>High Peak CVS Community Directory</u></p> <p><u>Derbyshire County Council Derbyshire Directory</u></p>	<p>To contact local clubs and volunteer services to build closer community links including volunteer, and befriending opportunities.</p>

The service provider will be asked, to provide Healthwatch Derbyshire with a response to the recommendations made in this report and, where appropriate develop an action plan, within 30 working days.

What has happened so far?

	<p>Recommendations for improvement</p>	<p>Provider response:</p>
<p>1</p>	<p>To investigate if the current entrance sign can be repositioned so people who haven't visited the home before can find the entrance easier.</p>	<p>Due to the cost there is no plan to change the location of the sign. We will ensure that it is kept clean and easily seen.</p>

<p>2</p>	<p>To check that the signage throughout the corridors and the building is clear and dementia-friendly.</p> <p>Use larger print on posters and pictures to provide extra visual cues for residents and visitors.</p>	<p>The dementia friendly signs around the home will be reviewed. Any signs we have to buy will be considered alongside our budget.</p> <p>The size of the font and how we use pictures will also be considered when displaying information.</p>
<p>3</p>	<p>Create a visual guide for visitors and residents to identify regular staff. Include staff photos, roles, and uniform colours.</p>	<p>We have considered staff information boards. We employ a number of staff and use of staff from other organisations. We also have daily staff changes. Because of these changes it would stretch the homes resources.</p> <p>Both residents and regular visitors already have relationships with staff. Because of this the only people who it may benefit, would be visitors that don't visit the home often.</p> <p>We have decided that the benefits of a staff information board are not enough to justify the time it would take. We'd also have to get consent from staff to have their photograph displayed and update the board daily.</p> <p>We will make sure that different staff roles that are identified by uniform colour are displayed. We will also display the home management team.</p>
<p>4</p>	<p>Explore how the communal rooms could be used for a wider range of activities.</p> <p>Consider inviting appropriate local groups and clubs into the home such</p>	<p>The communal rooms are available to host a wide range of activities.</p> <p>Entertainment is slowly being increased following the restrictions of the pandemic.</p>

	<p>as singing, art, or movement groups to provide a wider range of activities.</p> <p>Invite past church choir and gardening group back.</p>	<p>Local groups did use the facilities on a regular basis but most of these have are no longer running due to their own circumstances.</p> <p>The home is looking for community groups that would benefit from using the shared spaces.</p>
5	<p>Having access to a dedicated activity and volunteer coordinator will support residents' physical and mental well-being in a personalised way.</p>	<p>The service has moved away from the idea of having one person organise activities in the home. Instead, all staff organise and take part in activities with residents when possible.</p> <p>We are reviewing how we deliver activities and how these are planned.</p>
6	<p>To introduce large print menus that have a picture option alongside each day's meal choices.</p>	<p>There is currently list with pictures of food available for residents. Moving forward we will look at increasing the font size and provide daily picture menus.</p>
7	<p>To offer support to residents who wish to access the physiotherapist and increase their movement and physical activity options.</p>	<p>The home has links with their local health services. Managers use these services. Assessments are carried out to make sure that the appropriate care is given in the quickest possible time.</p>
8	<p>Evening door opening for visitors.</p> <p>Explore ways such as using the tearoom café sessions and a newsletter, to consult with and develop a workable solution with staff and visitors.</p>	<p>An alert button is in place for visitors to press when they are ready to leave the building. This will alert the staff who will come and open the door. There may be a delay in the evenings if the staff are assisting a resident at the time. The button is clearly sign posted.</p>

9	Review the current rota for staff, and consider flexibility with shift patterns to help with staff recruitment and retention.	We understand that the current system does have an impact on recruitment and retention of staff. This will be reviewed, following the outcome of the cabinet paper regarding the redesign of our older people's residential care services.
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Thank you

We would like to thank Derbyshire County Council and Whitestones Care Home for their support in setting up this Enter and View visit. We would also like to say thank you to the registered home manager and wider team who made us feel so welcome. A special thank you is also extended to the residents and relatives who agreed to speak with us during our visit and contributed to this report.

Disclaimer

This report relates to findings gathered when visiting Whitestones Care Home on the 21st of November 2023. It provides an account of what was observed by our ARs and the feedback we gathered at the time of the visit.

Enter and View visits are not inspections but are an opportunity for people to share their views on their care. It is not the role of Healthwatch Derbyshire to see evidence of policies, procedures, care plans, or any other written evidence.

healthwatch

Derbyshire


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