

Details of visit**Service address:****Date:****Length of visit:****Authorised****Representatives:****Highfield House****4 Highfield Rd Shanklin PO37 6PP.****14th May 2024****2 hours****Maurice Dix****Acknowledgements**

Healthwatch Isle of Wight would like to thank the service provider, people who live at the home and staff for their contribution to the Enter and View programme.

Disclaimer

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

**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to people, their families and carers in premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. 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 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 safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit if necessary. Safeguarding concerns will be reported to the IOW Council safeguarding team without delay.

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



Purpose of the visit

This visit was arranged as part of an ongoing workplan, looking at the experiences of people living in residential care or nursing care homes on the Island. Six local care and nursing homes were visited as part of this work.

Methodology

This visit took place unannounced. The home was made aware (via email) that Healthwatch Isle of Wight would undertake visits related to their residential care home/nursing home work plan and was given a 2 week window but was not informed exactly when the visits would occur (although this visit was put back for several weeks at the managers request). It was agreed that one Healthwatch authorised representative would be visiting the home and would wish to speak to people living at the home, visitors and staff if appropriate. The authorised representative may also wish to observe a meal time, but this would be confirmed with the person in charge at the time of the visit.

A follow up telephone call was made to the home two weeks after the email, to enable the manager to ask any questions and to confirm arrangements.

The focus areas of the visit were as follows:

- **Quality of care**
- **Provision of activities**
- **Visiting**
- **Food and drink.**

Description of home taken from the homes website:

‘ At Highfield House, we understand the importance of providing a warm and welcoming environment for our residents, which is why we strive to create a friendly atmosphere with a dedicated staff team who are trained to meet the individual needs and wishes of each resident.

Results of Visit



Quality of Care

We were informed that people at the home all have a personalised care plan which is developed by people, their families and staff. A high priority is given to people's interests and hobbies to ensure these can be maintained, or other interests established.

Family members are invited to a coffee morning approximately every three months, which is an opportunity for them to express their views about the home and the quality of care and to make suggestions for improvements.

Person centered care is considered an important standard and staff practice is observed by managers.

Staff are trained to work with people with a wide range of dementia needs and this is delivered both online and through formal face to face training.

During the visit we observed positive teamwork that helps ensure the correct level of care is provided for all people.

People we spoke to confirmed that they enjoy living at Highfield House and feel they are respectfully treated by staff.

Activities

The home has an activity co-ordinator who regularly arranges a wide variety of activities, both within and outside the home. This includes outdoor activities for people, such as walking at least 5 days a week and visiting the beach to swim in good weather.

A saxophonist comes into the home on a regular basis to provide some music enjoyed by people and this will continue.

One person likes to walk 5 miles each day and is supported to do so. The Island Donkey Sanctuary has brought a well-behaved donkey into the house which was enjoyed by people and a minibus is available to take some residents out each day to a variety of places including a local garden centre.

A Beavers group helps with gardening and children from a local preschool visit. The children sing and dance for people at the home.

People we spoke to said that they were positive about the activities offered at the home and several people commented that they particularly enjoyed activities such as gardening, sitting in the garden, colouring, and walking short distances. One person recently completed 'Walk the Wight'.

A traditional caravan could be seen in the enclosed garden and we were informed that people living at the home had supported in making the curtains and decorative bunting.

Food and Drink

We were informed that the home is able to cater for special diets. A new chef is soon to join the kitchen staff, from Northbrook House, which is another Island Healthcare home. This will provide residents with a fresh menu. The current chef interacts with people to discover their food preferences and can vary the food to meet their needs.

Staff work closely with families, GP's and specialist staff at St. Mary's hospital with regard to food and drink requirements. Some people have medical conditions that require a specialist diet and others follow a vegetarian and pescatarian diet – these are all facilitated by the homes catering team.

People we spoke to were very positive about the quality and choice of food that was available to them.

Steak pie with vegetables and potatoes and fish in white sauce were the main options for lunch, with additional choices for those people who required specialist diets. Options for dessert include tiramisu, trifle, rice pudding and fruit salad.

We were informed that the home has introduced afternoon tea at 3.00pm. People are offered a more substantial choice of snacks, including scones, freshly made cakes and fruit salad. The manager confirmed that this has led to people becoming more settled in the afternoon.

Visiting

We were informed that there are no restrictions on visiting. One person has been cared for in bed for several years and their relative is able to visit every day. A dog belonging to a member of staff often sits with them which they very much enjoy and plans are in place to minimise social isolation. People we spoke to confirmed that they are able to have visitors at any time.

Staff feedback

The manager has worked at the home for many years and we were informed that there is a low turnover of staff which results in less disruption for people living at the home. Staff in the home were welcoming and friendly.

We were informed that usual staffing ratios are as follows:

Morning 4 care staff plus 5 staff delivering 1-1 support

Afternoon 4 care staff plus 5 staff delivering 1-1 support

The manager and deputy manager are in addition to these numbers.



We were informed that there were 20 people living at the home on the day of our visit.

General observations

The home was clean and tidy and odour free. Communal areas were arranged to ensure people have the opportunity to socialise with others, or can relax in quiet and informal surroundings. Each area of the home had been thoughtfully decorated and designed with people's needs and comfort in mind.

Recommendations:

No improvements required



For more information

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