

Enter & View Visit Report

Greenfields Care

Home,

Whitchurch

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About Healthwatch Shropshire

Healthwatch Shropshire is the independent health and social care champion for local people.

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity..

What is Enter & View

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being provided.

These visits are called 'Enter and View', and can be 'announced', 'unannounced' or 'semi-announced'. For 'semi-announced' visits the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

Details of the visit

Four Healthwatch representatives visited Greenfields Care Home, Liverpool Road, Whitchurch, SY13 on Monday 11th December 2023. The visit was announced meaning that the home knew that we would visit.

The purpose of our visit was to speak to the Manager, staff, residents and visitors to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.

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 experience of all service users and staff, only an account of what was observed and contributed at the time.

What we did

Before our visit we asked the Manager to issue an invitation to resident's relatives and friends to meet us on the day, or to make written comments and observations. Upon arrival we were greeted at reception by the Manager. We had a tour of the home and spoke to residents, visitors and staff.

What people told us

The Manager

We were told that the home opened in 2010 in a new, designed for purpose building. It currently has 73 residents with a total capacity of 75. Currently 46 residents have a dementia diagnosis. The home has 4 sections: Residential care with 16 beds; Dementia residential care with 15 beds; Nursing care with 22 beds; and Dementia nursing care with 22 beds. All rooms are single occupancy. The Dementia nursing care section had

an outbreak of COVID at the time of the visit so the visit team chose not to go on to that unit however it was open for visitors with appropriate PPE available. The Manager has been in post since October 2021. Before that date the home had 5 managers in the previous 3 years. 99 staff are employed and despite significant recruitment challenges we were told there was only 1 unfilled vacancy at the time of our visit. The Manager told us said they were 'fortunate to have such a friendly, hard working team.'

It is possible to cover staff absences through the use of a single agency. Mandatory staff training is delivered in house, or on-line. Staff training is organised by a Group training manager who is based elsewhere.



"We've worked extremely hard to get to where we are now."



We were told that there are no restrictions on visiting for family and friends, which is encouraged. Residents go on outings with family to garden centres and coffee shops. 1 resident is to spend 3 days at Christmas with their family.

Residents have three choices of lunch. The menu is changed seasonally every 3 months following consultation with residents and family members about their wishes.

Residents are well supported by local GPs. Regular liaison with the homes nursing staff is managed via on-line "Teams" meetings. Demand for paramedic and doctor home visits is seen as being well met. A local chiropodist visits the home as do podiatrists and opticians. The home uses its minibus to take residents to the town hospital for audiology support. Dental services, however, are very difficult to access unless a residents who previously lived locally is already registered with a provider.



Advance Care Plans and Respect forms are in place. End of life care is provided at the home within the nursing unit. The unit nurses are supported by other professionals where needed.

Feedback and complaints are enabled by a comments book in the reception area. We were told, however, that matters are usually dealt with through the open relationship that exists between the home, family and friends. The manager's office is next to the front door to help promote this contact and he operates an 'open door' policy. There

are also regular staff meetings, residents group meetings and family/vistors coffee mornings to support continuous improvement.

The residents

We spoke to seven residents during our visit. We asked them about the care provided by Greenfield, their opinion of the staff and the activities that are available.

All of them praised the staff. They usually saw the same staff and felt that their needs were being met

- "They're lovely with me here, grand"
- "Reasonably the same group – I think I've known some of them a long time"

All of them said that friends and family could visit freely. They also said that they were taken out, or could go on visits if they so chose.

The food was praised for its choice and the flexibility in where it was served.

- "It's good".
- "It's big portions but it's very nice."

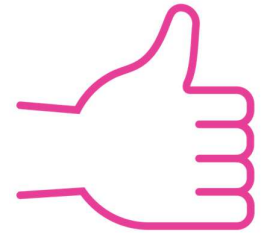
Participation in activities was low amongst the residents we spoke to. Two chose not to participate and one was restricted by disability. Two others regretted a lack of opportunity and missed regular access to the outside.

- "No very few [activities], absolutely boring at times. A while ago there was plenty and they took us outside and we used to watch the gardeners plant some pots and things. We sit here and watch television and we don't even choose what we watch."
- "He's never taken in the garden, I've not seen this." Visitor sat with resident who agreed.

Another resident told us he missed sharing a room with his wife.

All of the residents felt that they had a way of making complaints, or asking for assistance. The manager and lead care staff were trusted to respond.

- "I would speak to the head girl here, she is alright".
- "I would speak to (staff). I'm confident he would sort it out".



Overall residents felt safe and cared for. The staff were highly valued.

- "Good, marvellous. It's the girls that make it".
- "Quite happy living here".
- "Very good really"



"There's always someone helping you".



The staff

We spoke to five staff during our visit. They all spoke positively about their roles and their managers. Training was seen as being plentiful and appropriate. Three spoke of being very busy.

- "Manager is excellent", "I love the residents. I enjoy it"
- "A very good team. It's good to come to work"
- "I enjoy my job. Its very busy".
- "A great manager, excellent"



The visitors

We spoke to two visitors. Both were positive about the care being provided. Visiting was described as being encouraged and flexible. One commented that her loved one complains about the infrequency of shower provision.

- "He's happy."
- "I can take him out if I wanted to, or out into the garden which he likes."
- "He feels safe and cared for, and quite happy."

Other responses

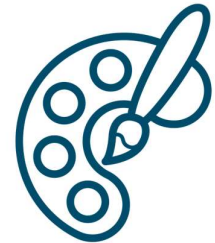
We did not receive any additional responses.

What we saw

The home is clearly signposted from the street. Parking was possible in the car park and unrestricted on-street parking was also available. There are 2 designated disabled places. The entrance/reception is clearly signed and is a pleasant area which is staffed to greet visitors. We were welcomed by the receptionist when we arrived but were not asked to sign in. Lovely Christmas themed decorations were seen throughout the buildings.

Everywhere was clean, tidy and well decorated. The bedrooms we saw were large, well furnished and had en-suite facilities. Some residents had their own furniture and ornaments to personalise their surroundings. Contrasting colour hand rails are provided throughout. All bedrooms had numbers, names and occupants pictures to aid residents. Corridors were wide, uncluttered and clean. Entry and exit from the 4 areas was protected by key pad locks.

There is an outdoor seating area. A group activities programme for December was posted on notice boards and included Bingo, crafts and exercises. One to One sessions in reading and hand massage were also listed. A visiting choir performed for residents in one of the lounges during our visit and this was well attended by residents who seemed to enjoy the singing, nodding their heads and joining in.



There was a quiet relaxed atmosphere. Staff were very busy. Interactions with residents were appropriate, supportive and based on personal knowledge. Sensitive staff/resident interactions were observed.

A drinks/snacks trolley was in circulation.

Key findings

- Greenfields Care Home is modern, comfortable and well run.

- Residents feel safe, cared for and appreciate the work of the staff.
- Staff value the leadership and support of the Manager.
- Some residents would like more activities and greater access to the outside space.
- Single occupancy rooms can restrict resident's preferences.

Recommendations

Following our visit, we recommend that the provider:

- Celebrate the success it has achieved in creating a home that is valued by its residents.
- Consider if the range and frequency of activities and social provision could be widened.
- Promote access to the outside areas for those wishing to use it.
- Consider the provision of shared rooms for joint admissions such as spouses.

Provider Response

Identified area for improvement	Provider response, including steps to be taken	Who will oversee this?	When will it be completed by?	Progress
Shower provision for residents.	Each resident has access to ensuite shower room. We will discuss at the next carers meeting about encouraging showers more frequently.	Carers Daily	Next meeting in Feb	
Outdoor time	When the weather gets warmer, we will be encouraging residents outside. We plan to have group activities outside instead of inside.	Activity Coordinators	Spring	

Investment in Garden	In the next financial year there will be further investment within the garden. Renewing existing raised beds.	Home Manager/Maintenance supervisor	After April	
TV	<p>We will discuss with staff about the choices for TV to encourage resident choice.</p> <p>We will be using a service from a dementia charity My Life Films. Solely showing dementia friendly programmes including yoga for the elderly, quizzes, 35 singalong options, singing for the brain, reminiscence programmes and activities etc.</p>	Manger/Deputy/Clinical Lead/Shift Leaders and Senior Carers.	25/01/2023	

In relation to the activities, we have changed the way our 2 activity coordinators work. They provide activities for 2 units each. Where possible we take residents from one unit to another for the activity, such as when we have a singer in so as many residents as possible can enjoy it. I will pass the feedback onto the activity staff and will have it as a topic of discussion at our next resident and family meeting.



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Healthwatch Shropshire
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury
Shropshire
SY2 6LG

www.healthwatchshropshire.co.uk
t: 01743 237884
e: enquiries@healthwatchshropshire.co.uk
🐦 @HWshropshire
📘 [Facebook.com/HealthwatchShropshire](https://www.facebook.com/HealthwatchShropshire)