



**Enter and View**  
**Gainsborough House**  
**Announced Visit**  
23<sup>rd</sup> October 2024



## What is Enter and View?

Part of Healthwatch Warrington’s remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows 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 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington’s Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington’s Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

### Details of the Visit

Details of Visit	
Service Address	Gainsborough House Care Home Gainsborough Road Warrington WA4 6BZ
Date and Time	23 <sup>rd</sup> October 2024 10:30 – 12:30 PM
Authorised Representatives undertaking the visit	Lisa Fidler Clare Screeeton Alex Chicken

## Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, staff and all the residents for their co-operation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visit on 23<sup>rd</sup> October 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

## Who we share the report with

This report and its findings will be shared with the Manager of Gainsborough House Care Home, Care Quality Commission (CQC), Healthwatch England and other partners. The report will also be published on the Healthwatch Warrington website.

## Healthwatch Warrington's details

Address:

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## Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
- 2. Essential Services:** Right to a set of preventative, treatment and care

services provided to a high standard to prevent patients reaching crisis.

**3. Access:** Right to access services on an equal basis with others without fear of discrimination or harassment when I need them in a way that works for me and my family.

**4. A safe, dignified and quality service:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.

**5. Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I

want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.

**6. Choice:** Right to choose from a range of high-quality services, products and providers within health and social care.

**7. Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.

**8. Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

## Details of the service

Gainsborough House is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Gainsborough House Care Home is a care home with nursing care.

## Provider Service and Staff

The Care home has 72 beds (at the time of visit 70 were occupied)

Lisa Illidge is the current registered manager; Lisa has been in post for 6 months but has worked at Gainsborough House in a variety of roles for a total of 12 years.

The home has a multitude of staff including:

- Health Care Assistants
- Nursing staff
- Clinical Lead
- Enhanced observation support staff
- Manager
- Deputy Manager
- Front of house
- Maintenance
- Well-being Lead
- Kitchen Staff
- Laundry Staff
- Domestic Staff

## Patient Voice



## Family voice



# Results of the Visit:

## First impressions

The signage at Gainsborough House was very clear, bright and easy to spot from both roads surrounding the building. The building and surrounding gardens were very clean and well maintained. There was no car parking spaces available on arrival, however we were advised that this was due to training being held that day, street parking was available. The bins were enclosed in a separate covered area which kept the front tidy and clear.

Upon entering the reception area, we were greeted immediately by the receptionist who asked us to sign in using a touch pad. The reception area was very clean and modern with flowers, books and a coffee machine. The Reception had seating for visitors as well as toilet facilities. There were also feedback questionnaires available. The Healthwatch visit letter was displayed in the



reception area. Shortly after signing in, we were greeted by the Home Manager who led us into the secured home.

Each unit was spotlessly clean, the décor was modern and in very good condition.

## **Well Lead**

The home manager Lisa gave the ARs (Authorised Representatives) a tour of the home. Staff were friendly and welcoming. Staff were in appropriate clothing according to their roles. Staff photos and names were displayed in the reception area on the digital display, this would alternate with the day's menu, activities and any other notices for the day. There is a programme of training for new employees and staff are dementia trained. Oral Health training is provided as part of annual e-learning.

The manager holds staff appreciation days where they can get pampered, the Body Shop attended one of the days. This is good for staff morale and helps retain their staff. The home is currently fully staffed apart from the position of assistant psychologist. ARs were informed that agency staff are utilised from time to time to cover staff illness however they try to use the same agency staff where possible to maintain continuity.

Staff members that gave feedback said that they feel well supported by management.

## **Access to Services**

The residents at Gainsborough House are registered with Causeway Medical Centre.

Gainsborough House stated that they struggle to source a dentist who will provide visits within the home for residents unable to leave the nursing home, some private dentists will attend the home if the resident has been a long-term patient registered within the community. Some residents that are able to travel use Bath Street Dentist.

Opticians attend Gainsborough House on a monthly basis and podiatrists make visits every 6-8 weeks.

Residents have access to onsite hairdressing facilities, there is a fully fitted salon on premises. Residents can utilise this any day of the week if using their own hairdresser. The home has an in-house mobile hairdresser who attends every Thursday.

The home has a programme of activities and offered activities such as art classes and a choir. The programme of activities could be improved and offer more variety. ARs also noted that the paper activity schedules would be much improved if they were larger and pictorial. The home manager informed ARs that an assistant psychologist vacancy is currently available and when the position is filled their role will include working with residents with complex needs and residents on enhanced observation support to provide person centred therapy and activities tailored to the residents needs, hobbies and history.

## Safe

The building was secure with good signage at the entrance to the car park. All resident rooms are fitted with alarms and alarm monitors were in place in corridors to alert staff. The upper two units of the home where residents are living with dementia and/or receiving nursing care were secured using a pin code system.

It was noted by ARs that there were several wall plugged fans placed on the floor potentially causing trip hazards.

There was fully functional lift with access to each floor in addition to stair access. The lift is small and has a large mirror which is not ideal for those living with dementia. The use of mirrors or reflecting surfaces should be avoided as reflections can be interpreted as a stranger.

Bathrooms were adequate and well equipped, they have alarms. The toilet seats were the same colour as the pedestal, for patients or visitors that are living with dementia they may not be able to distinguish the toilet seat if it is the same colour as the pedestal. Therefore, having a contrasting-coloured toilet seat may avoid potential issues.

## Caring

Staff were observed speaking to residents using their preferred name. There appeared to be a good relationship between residents and staff. Each resident had their own care plan which is discussed with them and relatives on a monthly basis. Care plans are held electronically.

Noise levels were a little high in TV lounges where no residents were present. A separate family room where family members can make themselves a drink was



available, this room also had seating where a family member and resident could have a quiet space to sit down together. There were several resident lounges in the home with seating and TV facilities. A sensory room is due to be fitted on the Renoir unit.

Staff advised that residents prefer to sit in the wide corridor communal areas rather than the lounges, the communal areas have been furnished with ample chairs of different sizes providing variety and choice. These areas also had televisions and game facilities. On our visit we observed staff singing and dancing with residents, residents were engaged and having fun.

Most residents have their picture on their bedroom door but some residents can choose to display a different picture if they wish, for example one resident displayed a picture of their dog.

## Responsive

The home has a well-being lead who produces a weekly programme of varied activities which residents participate in. A few examples of activities on offer include:

- Art class
- Choir
- Bingo
- Musical entertainment, singers and pianists are sometimes brought in to entertain.
- Pamper sessions

Residents that the AR's spoke to stated that there are plenty of activities to get involved in. Resident's artwork is displayed on the walls throughout the home. In the corner of one unit there was a 'Jolly Trolley', this is used for occasions such as Halloween or birthdays, it had lots of sweet treats, bingo books and puzzles and the manager told ARs that this is a favourite with the residents.

There are facilities for Hair Dressing, a Podiatrist and Optometrist who attend regularly. The home has regular relative/resident meetings to allow for feedback. A 'you said, we did' board is displayed in the reception area providing a fantastic opportunity to display the home acting in response to feedback from residents and relatives.

The home has a beautiful garden with a water feature, it had plenty of tables and chairs. This is mostly used in the summer for activities such as afternoon tea. The residents have recently started to plant their own herbs too.

## Food

The residents spoken to were very happy with the food quality, selection and amounts provided. The dining areas were clean, bright and had well set tables. The menus observed on the day of our visit had a limited choice however the ARs were informed that if a resident has a special request, then this is catered for. The menu was pictorial and displayed in the dining rooms. One resident ARs spoke to said they enjoyed the food. The manager Lisa said they hold regular tasting sessions with both families and residents to make sure that the food is to the taste of residents. Drinks were available throughout the units, ARs observed a member of staff taking a drinks trolley around the unit. Special occasions were well catered for, ARs were told that the residents prefer to use the lounges for gatherings and special occasions such as birthdays, residents prefer to use their room and the main area at other times.

## Effective

The home was very clean, bright and nicely decorated throughout. Each unit was rug and carpet free which reduces trip hazards.

On entering the Picasso unit there was an odour of faeces upon entering however this may have been changing time on the ward. An odour of urine was also noted on entering Renoir unit.

The outdoor areas contain both hard and soft areas with easy access. The residents are able to personalise their room if they wish.

Couples are well catered for and have the option of sharing a room and a second room as a personal lounge. The bathrooms observed were large and had room for a wheelchair, they were clean, had hoists fitted and an alarm.

There is a weekly programme of activities, this is displayed throughout the home but is only pictorial on the digital display in the reception area. The communal areas had a digital display of the day and time.

## Conclusion

Overall, Gainsborough House provides an engaging environment for its residents, with a strong focus on resident satisfaction, a responsive approach to feedback and a commitment to staff morale creates a positive and supportive environment for all. The residents spoken to expressed that they are content with the service provided by Gainsborough House.

# Recommendations

Recommendations made from findings	
1	Please display the Healthwatch Warrington poster in the reception area, which will offer an independent choice for the patients to feedback.
2	We recommend that toilet seats are installed in different colours to the pedestal (considering Dementia patients).
3	We recommend reviewing and periodically checking TV noise levels in TV lounges to ensure they are appropriate.
4	We recommend that there is an increased offer of activities and that activity schedules are larger and pictorial.
5	We recommend reviewing items that may pose a trip hazard such as the fans.



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