

Hillcroft Nursing Home

Enter and View Report

Contact Details:

Hillcroft Nursing Home
Caton Green Road
Lancaster
LA2 9JH

Staff Met During Visit:

Linda Halpin (Registered Manager), Gill Reynolds (Director of Hillcroft Nursing Homes) plus for members of the care staff team.

Date and Time of Visit:

Tuesday 10th November 2015 1.30-3.30pm

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead)
Linda Brown
Julie Downs

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire. Representatives have statutory powers to enter health and social Care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services.

This visit was arranged as part of the Healthwatch Lancashire Autumn schedule. The aim is to report on the service that is observed, consider how services may be improved and how good practice can be disseminated.

The team of trained Enter and View representatives visit the service, recording their observations along with feedback from residents, staff and, where possible, residents' families or friends. The Enter & View team compile a report reflecting these observations and feedback, making comment where appropriate.

The report is sent to the manager of the facility for validation of the facts and their response to the comments which are then included with the final version of the report. The final report is then made available to interested parties, as appropriate.



DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

General Information

Hillcroft Nursing Home is a care home with nursing and is privately owned by Hillcroft Nursing Homes. The facility has two units, The Manor, a 16 bed EMI (Elderly Mentally Infirm) unit and the Croft, a 15 bed nursing unit. The facility has places for 31 residents, with no vacancies at the time of our visit. A waiting list is in operation for when beds become available. The home caters for the needs of dementia and old age. Specialist categories include: Alzheimer's.

Acknowledgements

Healthwatch Lancashire would like to thank Linda Halpin, the Registered Manager, together with staff, residents and a visitor at Hillcroft Nursing Home for being so welcoming and for taking part in the visit.

Methodology

The Enter and View Project Officers visited Hillcroft Nursing Home on the afternoon of Tuesday 10th November 2015. We spoke individually to six of the 31 residents living at Hillcroft Nursing Home. Where possible we structured our conversations around a questionnaire covering four themes (Environment, Care, Nutrition and Activities), designed to gather information concerning residents' overall experience of living at Hillcroft Nursing Home. Due to the stage of dementia of some residents we were unable to follow this questionnaire in all cases, tailoring our conversations to the capacity of individual residents. Residents' responses were noted and, where appropriate, validated through our own observations and conversations with Linda Halpin and other staff.

We received feedback from four members of staff in response to a set of questions relating to their experience of working at Hillcroft. A relative also completed our Friends and Family Questionnaire, which asked how they felt generally about the service delivered. These responses have been summarised for this report.

In addition to speaking to residents and staff, the Enter and View team also recorded their own observations on the environment and facilities available at Hillcroft Nursing Home.

These observations were scored on a scale of 1 to 5 were:

1 = Poor, 2 = Below Average, 3 = Average, 4 = Good, 5 = Very Good.



Enter & View Observations

Pre Visit

The team evaluated several areas prior to our visit including the informative value of the brochure and website together with the manner of response to any telephone enquiries.

Our first contact with the facility was an introductory telephone call which was answered promptly and in a cooperative and pleasant manner. The Hillcroft Group has a comprehensive website with an area dedicated to the Caton Green facility. The Hillcroft Group also produces a generic Hillcroft Nursing Homes leaflet which features Hillcroft Nursing Home Caton Green.

The pre visit was scored as 5/5

Location

Hillcroft is an extended old building situated on a country lane just outside the village of Caton, near Lancaster. The facility is a short drive to local shops and amenities (but not within walking distance). There is a bus stop right outside the home and a minibus is also permanently available to take residents out. There is ample parking with a visitor's car park to the front of the building and staff parking to the rear. The front of the building has a gentle incline enabling disabled access and the home is clearly signposted and visible from the road.

The location was scored as 4.5/5

External Environment

On arrival the team considered whether the external environment was pleasant, welcoming to visitors and if residents had the facilities to sit outside, when appropriate

The facility is situated in a pleasant rural area adjacent to open countryside. The mature grounds were extensive and well maintained, with the help of staff, a volunteer and residents. The facility newsletter 'The Caton Capers' evidenced a productive allotment and the garden being prepared for winter with bulbs and autumn bedding. There were benches for

residents to sit out and pathways for residents to walk the grounds. Staff encouraged wildlife with a bird-feeder and representatives noticed a pheasant and squirrels in the grounds. Reception was clearly identified and access to the home is secured via a keypad.

The external environment was scored as 5/5

Internal Environment - First Impressions

On arrival at Hillcroft Nursing Home, we were greeted at the door by the receptionist and welcomed to the facility. We were attended to in a timely and friendly manner, invited to sign the visitor's book and promptly introduced to Linda, the Registered Manager. The manager made herself available throughout the visit and was very helpful. Representatives were seated in an attractive small lounge area, with large windows overlooking the drive, to speak to a visitor who had asked to talk to us. The environment was light and airy with no discernible odour.

The internal environment - first impressions was scored as 5/5

Reception

The Enter and View poster was clearly displayed on the front door. The reception area contained a noticeboard with up-to-date information, a 'Dignity' noticeboard and a display of staff photographs. It was noted that hand gel was available, as were leaflets and the home's newsletters. The Manager's Office was immediately at the rear of the reception area making her accessible to staff and visitors and an 'open door' policy appeared to be in operation. The reception desk was open and inviting with a small indoor tree, attractively decorated with statements about dignity, adjacent to it.

The reception area was scored as 5/5

Corridors and Bathrooms

Corridors were free of clutter, well lit and areas leading from them adequately signposted. Toilets were conveniently situated near to lounges and we noted that these were clean, had handrails and an ample supply of soap, towels, toilet paper etc. The manager advised us that dementia friendly colour contrast toilet seats were situated in the bathrooms where they were necessary. Corridors were made interesting with samples of residents' artwork, a display (on each unit) of residents' names and photographs and a comprehensive activity notice board. Bedroom doors were similarly person centred with an individualised A4 laminated notice summarising their preferences such as "I like to be called", "Please knock before entering". Representatives noted that exits and the lift were all protected by keypads.

The corridors and bathroom areas were scored 5/5

Lounges, Dining and other Public Areas

The Manor (EMI unit) was accessed through large double doors and along a corridor. The in-house hairdresser's room (available every Wednesday) and the nurses' station were accessed from this corridor. 'Oscars Café', the dining area for The Manor was at the end of the corridor and representatives noted that this was pleasant and clean, with attractive views over the gardens. Tables were set with crockery and there appeared to be sufficient seating for the number of residents on the Unit.

A 'movie room' had been decorated in the style of an old cinema and on the day of our visit 'Elvis' films and 'Seven Brides for Seven Brothers' were on the programme. A sensory unit was also available and this was shown in the November newsletter being used at a resident's birthday party. The lounge area in The Manor was spacious, with high ceilings and a feature fireplace in keeping with the history of the building. Adjoining this was a quieter conservatory area with comfortable seating, dining chairs and tables together with a small kitchenette. The views from this area of the facility overlooked the grounds and

were particularly attractive. There was sufficient comfortable seating for the number of residents, punctuated by coffee tables. Social interaction was promoted with a large table in the middle of the room which, during our visit, was being used for card games and dominoes.

The Croft Unit, although slightly smaller, had similar standards to The Manor in terms of facilities. The staff and residents' noticeboards were replicated as was the activity information. The Croft also had a comfortable lounge area adjacent to a dining area and a small kitchenette. Representatives noted a magazine rack on the corridor and the manager told us that residents were able to request the delivery of newspapers and magazines individually. Staff had also made a 3D 'Weatherboard' illustrating the day's weather conditions. Representatives noted that public areas were generally clean and uncluttered with no discernible odour. Temperatures throughout the facility were appropriate for the residents needs.

The lounges, dining and other public areas were scored 5/5

Observations of Resident and Staff Interactions

The Enter and View team observed the interaction between staff and residents, staff numbers, response times and the quality of person centred care offered.

The facility appeared to be adequately staffed at the time of our visit with four care staff and a nurse on the Manor unit and three care staff and a nurse on the Croft unit. Representatives recorded high levels of caring interaction between staff and residents, with staff taking time to do jigsaws and play board games with the residents. We also noted staff being physically caring, rubbing hand cream onto resident's hands. Staff maintained a nurturing, professional environment and were aware of residents' individuality, pointing out those were 'chatty' and those who may be 'agitated' by our presence. Staff clearly invested in the facility, with care staff, the handyman, a volunteer and residents tending the gardens together. One member of staff had baking skills and produced cup cakes for the afternoon tea. A staff member who is also at university studying dementia nursing was in the process of producing a photographic timeline of historic events in the residents' lifetime. We were told that staff turnover was low and that there were opportunities for staff development. One member of the care staff team had initially worked as a cleaner. The manager had been with the company for 15 years, starting out as a carer, progressing to the manager for Hillcroft for the past three years.

No call bells were activated during the course of our visit as the majority of residents were in the public areas. Staff were observed responding quickly to physical and verbal cues. An activity coordinator was employed one day a week and it was apparent that her practice was disseminated to carers. A full activity schedule was available and representatives noted that friends and relatives were invited to take part in many of these, including a Christmas lunch. The manager reported the mini bus being used to take residents to community activities, such as coffee mornings and tea dances.

Resident and staff interactions were scored 5/5

**Overall the Enter & View Project
Officers rated the environment and
facilities as 4.9 out of 5**

Additional Information

A number of the residents at Hillcroft Caton Green were at advanced stages of dementia which meant that the quality of information elicited from residents was compromised.

Environment

Summary of responses:

- Several respondents confirmed they were happy with their room.
- Several respondents said they were able to watch TV in their own room. One said they were able to watch TV in their room but preferred to watch it in the lounge.
- One respondent reported they had been able to bring personal possessions from home.
- Several respondents said they felt they had privacy in their own rooms.
- Several respondents agreed that the home was pleasant with a lovely garden area to sit out when the weather was fine.

Quotes from residents:

“I go to my own room” if I want to be quiet.

Care

Summary of responses:

- Several respondents found the staff were helpful and friendly.
- The majority of respondents felt they were treated with dignity and respect.
- Only one respondent could remember staff names and felt that staff knew him well.
- The majority of respondents said they had choice of when they got up and went to bed.
- Several respondents said they felt safe at Hillcroft Nursing Home.
- Of the two respondents who answered this question, both agreed they could talk to staff if they had any concerns.
- A question in respect of requesting help in the night did not receive a quantifiable response from any of the residents.

Quotes from residents:

“I can go to bed when I want.”

Food and Nutrition

Summary of responses:

- One respondent reported being happy with the food and food choices at mealtimes. The other reported being “indifferent” to the food offered.
- One respondent said there were set times for drinks throughout the day. The other said that they have to ask. (The Enter & View team noted jugs of juice available in the dining areas. Some residents had drinks with them and others did not.)
- One respondent preferred to eat in the dining room and wasn’t sure if it was possible to eat in their own rooms. The other respondent said they were able to choose where to eat.

Quotes from residents:

“I like using the dining room” at mealtimes.

Activities

Summary of responses:

- One respondent reported making some friends whilst at the home. The other respondent said they “had not been here long enough”.
- Both respondents agreed that friends and family could visit at any time.
- Both respondents said there were activities and outings to take part in and that they had opportunities, where able, to pursue their own hobbies and interests.

Quotes from residents:

“I don’t get bored.”

“I like to watch sport on TV.”

“I go all over walking.”

“I read the newspaper and watch TV.”

Relatives and Friends Views

Summary of responses:

One visitor completed the 'Friends and Family' questionnaire.

Views expressed / quotes:

- The respondent reported positive feedback about the facility in all respects.
- The respondent reported that her relative was “very settled and confident in the staff”.
- The respondent confirmed that she was kept informed about her relatives care plans, health and emergency arrangements.
- The respondent confirmed that she was always welcomed into the homes activities.
- The respondent reported that she was satisfied with the level of support offered by the local GP and pharmacy.
- The respondent stated that she would “definitely” recommend the service to others.

Quotes from relatives and friends:

“The home looks after its residents to a very high standard. They also care for the relatives especially those on their own”

“Excellent right across all staff” (general level of service)

Staff Views

We had an opportunity to speak to four members of care staff about their experience of working at Hillcroft Nursing Home.

Staff responses:

- All staff said that there were enough staff when on duty.
- All staff said they felt supported to carry out Person Centred Care.
- All staff felt they had enough training to carry out their duties well.
- All staff said they were happy working at Hillcroft Nursing Home.
- All staff said they would be happy to recommend this home to a close relative.

Quotes from staff:

“I wouldn’t have imagined myself as a care assistant but I love it.”

“We do training all the time.”

“I love it here I like my job.”

“Yes I definitely like working here. There is always a senior person you can ask for help or advice.”

Service provider response

“Although the shops are not next door to the home, they are in close proximity and easily accessible. A bus stop is situated outside the home and a mini bus is available to access facilities in the local community, church services, coffee mornings and shops as stated in the report.

We also receive daily deliveries of newspapers, magazines and other tangibles. The plus points of the location are fabulous views, and quieter setting with extensive private grounds which better meets the needs of our residents who are unable to access the facilities without supervision.

I hope this puts the point across and look forward to receiving the revised report and would like to thank you for your positive feedback.”

Linda Halpin - Registered Manager

Need Adding 26.11.15

Leyland House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TY
0300 303 8811

FEEDBACK FORM FOLLOWING ENTER & VIEW BY AUTHORISED REPRESENTATIVES

Healthwatch Lancashire values any constructive comments that would help to enhance our practice of the Enter & View process. Could we therefore ask the service provider to use this form to provide feedback to help us evaluate our effectiveness? Your feedback will be included in the published report.

Organisation Address		Premises –if different
HILLCROFT NURSING HOME CATON GREEN ROAD BROOKHOUSE LANCASTER LA2 9JH		
Contact Name		Telephone Number and/or email
LINDA HALPIN		linda.halpin@hillcroftnursinghomes.co.uk 01524 770334
Name of Healthwatch Enter & View Authorised Representatives		Michele Chapman-Senior Project Officer
		Linda Brown-Project Officer
		Julie Downs-Project Officer
Date & Time of Enter & View		10-11-2015 AT 13.30
Were you happy with the Enter & View Arrangements prior to the visit? Comments-		
YES		
Please outline any Positive aspects of the Enter & View visit.		Comments-
TO HOPEFULLY RECEIVE SOME POSITIVE FEEDBACK AND CONSTRUCTIVE CRITICISM TO BETTER THE SERVICE WE PROVIDE.		
Please outline any Negative aspects of the Enter & View visit.		Comments-
NONE		

Please use this space to comment on how you think we could improve your experience of our Enter & View visit. Your views are very important to us at Healthwatch Lancashire and we appreciate, in anticipation, your time to complete this form.

Completed by

A. Halpin

Position

MANAGER

Date

11-11-2015



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