



Enter and View Report: **Ryfields Village**

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Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services. We are a Charitable Incorporated Organisation, with a Registered Charity Number of 1172704.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, 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 (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared. Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by the Healthwatch Warrington team and some of the text has been formatted to allow for easy reading. The essential facts of the visiting team's reports have not been altered.

Acknowledgements

Healthwatch Warrington would like to thank everyone at Ryfields Village, in particular Sarah Battersby (Registered Manager), for welcoming our team and taking the time to answer their questions.

Purpose of the visit

As part of Healthwatch Warrington's Enter and View programme, visits are made to local residential homes in accordance with information received from the local public, service users, carers and monitoring authorities. As with other Enter and View visits, the visiting team's aim was to gain impression of the quality of care being delivered, as well as the 'feel' of the facility, from the perspective of local people (not a formal, clinically-focused inspection). The visiting team also took into consideration the stated values of the provider, when making observations at Ryfields Village, and reflected on these in relation to their impressions of 'lived-experiences' in the home.

Details of the Visit

Details of the Service

Ryfields Village is purpose-built housing scheme (for 55 years or over) managed by Your Housing Group situated in a residential area in Orford, with 243 properties in total. Onsite care packages are available to residents and this support is contractually provided by Warrington Community Living (WCL). At the time of Healthwatch Warrington's visit, 60 residents were in receipt of care services from WCL. WCL have been providing services at Ryfields since October 2015, having taken responsibility from the previous provider, Extra Care. WCL is a not-for-profit organisation, operating in Warrington since 1991, with the aim of supporting people with additional needs to be active citizens within their community. Care Quality Commission (CQC) conducted an inspection at Ryfields Village in September 2017 and subsequently rated the service as overall 'Good' (in every category). The full CQC inspection report can be found online: <http://www.cqc.org.uk/location/1-2238982161>

Location, Date and Time

The visit took place at Ryfields Village, Arena Gardens, Orford, Warrington, Cheshire, WA2 7GB, on Tuesday 6th March, from 1:45pm - 4:10pm.

Healthwatch Warrington Representatives

Adrienne Roberts - Healthwatch Warrington, Volunteer Co-ordinator and Enter and View Authorised representative

Hilary Mercer - Healthwatch Warrington, Director and Enter and View Authorised Representative

John Mackie - Healthwatch Warrington, Enter and View Authorised Representative

Service Staff / Named Contact

Sarah Battersby (Registered Manager)

Spotlight on Values - Supporting People to be Active Citizens

According to Warrington Community Living's (WCL) website:

(<http://www.wcliving.org.uk/about/purpose/>), WCL is committed to supporting people to be active citizens.

As such, it promotes a strong values base that includes:

- Seeing the possibilities to make positive difference;
- Valuing and celebrating individuality and diversity;
- Supporting rights, needs, choices and dreams; and
- Being responsible, sustainable and innovative in our work.

Therefore, Healthwatch Warrington's visiting team would expect to observe evidence of these values influencing the lived experiences of staff and residents involved in the delivery of care by WCL at Ryfields Village.

Results of the Visit

First Impressions, Entrance and Reception Area

The main building is set back from the entrance, although there is a sign on the approach road to advertise Ryfields Village's location. There are large car parks in front and to the side of the main building. However, these parking spaces are mainly allocated to residents and not general visitors (including Warrington care staff). There are additional apartments situated across the car park and bungalows to the left of the main entrance. In total the village provides 243 properties, (226 apartments and 17 bungalows), which are a mixture of owner occupied and rented.

The approach to the main entrance is surrounded by well-maintained lawns and shrubs. The front entrance door is automatically open/shut and leads to another internal door (this was push button operated).

The reception area was bright, spacious and welcoming. The reception desk was clearly visible and staffed (night porters are employed to provide evening cover). The visiting team were asked to sign a guest book (for fire safety purposes). A sign at reception stated: "Please stand away from Reception when staff are dealing with a phone call" and there was a plaque on the wall indicating that Warrington Community Living has gained an 'Investors in People Award'. This space opened out to reveal a corridor of shops, activity rooms, alongside a hairdresser, café, gym, bistro and library, etc.

Furthermore, notices of activities and events were posted around the reception area. However, there did not appear to be any easy-read versions of this information on display. There is no visitors' lounge, but visitors can meet their friends/relatives in the onsite pub, or restaurant (as well as in their own private spaces).

Activities and Leisure

The visiting team were able to meet with three residents who were in receipt of WCL support packages. These residents described their experiences of accessing the onsite facilities and activities programme provided by Your Housing Group. This includes indoor bowls, pottery, woodwork, gardening, exercise, craftwork, bingo, a hair salon, library, an IT suite and excursions. However, access to the onsite gym and craftwork group is restricted in terms of capacity (as external franchises operate these and cater for non-residents who can pay to have use of these services). In addition, there is a gardening group consisting of a number of residents who look after a section of the garden. Your Housing Group provides a gardening maintenance service that mows most of the lawns and trims the hedges. Furthermore, residents (care and non-care) may also purchase regular cleaning and/or laundry service.

At the time, the visiting team were not aware of an Activities Coordinator being onsite to encourage resident engagement with these activities. However, it was later clarified that Your Housing Group does in fact employ an Activities Coordinator. Warrington Community Living does provide access to a Wellbeing Advisor and Dementia Partner; both engage in fundraising activities to enable their staff team to provide additional activities. For example, Warrington Community Living provides reminiscence groups and their housekeeper (in their own time) fundraises and contributes to activity groups.

Residents also have representation from two committees; a general Residents' Committee and an entertainment committee. The Residents' Committee meets on a monthly basis in order to discuss any issue reported with regards to accommodation. Residents are voted onto the Residents' Committee by other residents. If a resident cannot attend the meetings, a member of staff or another resident can raise any concerns on their behalf. The Residents' Committee also hosts a street meeting once a month, which is an open meeting for residents in the area to meet with residents from the main building in order to discuss any issues and to cement good relations with the wider community. The Entertainment Committee organises trips out, bingo and quiz nights, etc.

Food and Refreshments

All residents have the option of preparing and eating meals in their own residences, or visiting the onsite restaurant or pub. Assistance with food preparation, or attending the restaurant, is provided by WCL to those residents in receipt of support packages. Some residents in receipt of support from WCL have specific dietary requirements. This is detailed in their care plan and a copy of this document is held by the resident. If the resident chooses to eat meals in the onsite restaurant, WCL provides this dietary information to restaurant staff - with meals then being prepared in accordance with the resident's needs and preferences.

Clinical Observations: Cleanliness, Infection Control and Medicines Management

Since gaining the contract to provide care packages at Ryfields Village, WCL has specifically focused on boosting medication training for staff. This has reduced the number of medication errors to 1% (with a target to eliminate all errors), as confirmed by the latest CQC inspection. All agency staff must undertake a medication competency assessment before being permitted to dispense medication.

Medication is stored in the residents' own accommodation (individually). Care plans and contact sheets are also kept in people's own accommodation spaces, for staff use. All workers are trained in infection control and are aware of the care planning detail for each of their clients. Warrington Community Living staff do not wear uniforms (but have a name badge). However, when providing personal care, they do wear disposable gloves and aprons. They are also provided with a 'bum-bag' containing hand sanitizer and any personal protective equipment that is required.

Smoking

All residents are permitted to smoke in their own accommodation and there are designated outdoor smoking areas. In addition, there are separate designated smoking areas for staff.

Administration, Staffing and Staff Training

Sarah Battersby (Registered Manager) has been employed by Warrington Community Living since April 2016. Sarah told visiting team that she felt well supported by her employer. Sarah also identified strongly with Warrington Community Living's values and felt that these statements accurately reflected what was important in the delivery of high quality care to residents.

In total, 60 residents were in receipt of support from Warrington Community Living at the time of the visit and there were 45 care staff. This support is mainly provided by a team Resident Support Workers (RSW's), who are allocated to work in one of three teams - Blue, Green and Peach (each assigned to a different cohort of residents). This system has been introduced to improve consistency and familiarity with the RSWs. However, there is still the necessity for staff to change teams during sickness and absence. RSWs work four to five hour shifts throughout the day and at night. There are two 'wake-in' RSWs on site from 8:00pm to 8:00am. Sarah, the Deputy Manager and Team Leaders are onsite during the day and on-call during the night, according to the following rota:

RSWs: 6:45am - 10:45am, 8:00am - 3:00pm, 12:00am - 6:00pm, 3:00pm - 7:00pm and 6:00pm - 11:00pm.

Team Leaders (they arrive 15 minutes early for handovers): 7:00am - 3:00pm and 3:00pm - 11:00pm

Agency staff are used to cover staff shortages. Sarah explained that Warrington Community Living try to use regular, known agency staff in order to provide consistency of care. Sarah also said that had recently recruited more permanent staff. Although there had been some difficult recruiting and retaining staff previously, there were no outstanding vacancies at the time of the visit (following a recent recruitment drive).

Training and competency assessments are undertaken with all staff. This includes infection control, medicines management, and moving and handling training. All staff receive a regular monthly supervision and an annual appraisal and New staff members are also provided with a two-week induction, where they shadow an experienced member of staff.

Warrington Community Living offers six levels of support which residents can purchase, as follows:

Level 1 - Emergency Support

Level 2 - Natural Care Package (1 to 8 hours support daily)

Level 3 - 8 to 12 hours support daily

Level 4 - 12 to 19 hours support daily

Level 5 - Up to 24 hour support daily

Level 6 - As above only with two staff providing the daily support

Residents who do not purchase this support can choose to purchase a Social Support package (for example, providing help with visiting the shops, or bank, etc.).

One resident informed the visiting team that their support is often provided by agency staff and this resident thought that permanent Warrington Community Living staff tended to provide better quality care. This resident also stated that they had reported issued with an agency worker and Sarah had met with them to discuss this complaint. The visiting team did see notices and a residents' booklet that explained how to make complaints. All of these complaints and compliments are recorded on a database.

Most complaints are initially reported by residents to staff members and are usually resolved by Team Leaders, or Sarah. Sarah is very engaged with staff and residents throughout the facility. Sarah operates an 'open door' policy for all. As far as the visiting team were able to see, administrative systems appeared to be efficient. All of the residents that the team met with were generally satisfied with the service they received from WCL.

Sarah informed the visiting team that all prospective admissions are agreed by a multi-partner panel. Anyone who is retired and over the age of 55 years can apply to live at Ryfields Village. Applicants do not have to be Warrington residents and many relocate from out of area to be closer to their families. Local people are afforded a certain level of priority (with their support needs also taken into consideration). WCL works closely with its partners to ensure that there is no segregation amongst residents (according to their level of care need) and to make sure that tenancy agreements are adjusted to reflect this culture. Managers from these organisations meet every two weeks in order to discuss any issues and share information.

All new residents are provided with an introductory information booklet. The visiting team gained the impression that for most residents, Ryfields Village is perceived to be a home for life. It is rare for people to leave, unless they are no longer able to manage in their homes. In these cases, where the resident requires nursing or residential care, the discharge process is managed by Local Authority social workers, in partnership with families.

Safety

There is a call-system in place for all residents (an alarm pendant is provided to those receiving care packages, in case of emergencies). WCL staff each have a phone and can be contacted (as required) by residents in receipt of support.

A system of Red, Amber, and Green (RAG) ratings for calls has been introduced, as follows:

- Red - the resident requires an immediate response;
- Amber - the resident requires a response within 30 minutes; and
- Green - the resident requires a response within two hours.

The RAG rating is documented in the residents' individual care plans. And each resident is made aware of the response times.

Sarah reported that all safeguarding issues are logged. At the time of the visit, no residents were who is subject to a Deprivation of Liberty Safeguard (DoLS). There are some residents who lack capacity and they have had best interest meetings.

Your Housing Group and Warrington Community Living hold a monthly residents' meeting, that relatives are welcome to attend, to provide information and discuss any concerns. Residents' Committee Members also meet regularly with managers and run their own surgeries to gain residents' views. However, none of the residents that the visiting team met appeared to know who their Committee Member was, or how to contact them.

As a further issue, many residents use mobility scooters to travel around Ryfields Village and recently they have been informed that they are no-longer permitted to leave these vehicles outside of their homes (when not in use). This is because Fire Safety Officers have identified that if these vehicles are left unattended on corridors, they pose a fire risk. This is posing a problem for some residents, because there is limited space in their homes to store the mobility scooters. When adaptation and building regulation issues were raised with Warrington Community Living, the provider clarified that these decisions are not within their remit to change or enact, but are solely a matter for the landlord (Your Housing Group).

Privacy, Dignity and Treating People as Individuals

All residents in Ryfields Village live in their accommodation, which is furnished and decorated according to their own taste. The visiting team were invited into three homes and spent time with those residents discussing the support that they received from Warrington Community Living. All appeared to be happy in their home environment and one described being fully involved in decisions about their care and treatment.

Warrington Community Living offers six levels of support packages to residents at Ryfields Village.

- There are 6 levels of support provided:
 - Level 1: Emergency support only, in response to the pendant alarm
 - Level 2: 1-8 hours per week care package
 - Level 3: 8-12 hours per week care package
 - Level 4: 12-19 hours care package
 - Level 5: 20 - 24 hours care package per week
 - Level 6: Up to 24 hours per week, with 2 staff supporting

These packages are designed to maintain health, wellbeing and independence. The packages are based mainly on the number of hours' support that someone requires. One resident described reviewing their level of care with Warrington Community Level staff, and as a result, their support package had been reduced from level five to level four.

Residents have the option to choose male/female carers and one lady informed the visiting team that her personal care needs are always provided by female members of staff, which is her preference. However, she is in agreement with male members of staff providing other types of support.

As part of a package of support from WCL, residents can access either cleaning, or laundry services. Residents can also purchase an additional laundry service. If housekeeping is part of the assessed needs in a support package, there is no additional charge. Any additional housekeeping is charged, and as with all services, the price is clearly identified in the WCL Service User Guide.

The provision of end of life care in a resident's own home is also possible. WCL staff work with family members, carers and professionals in order to offer increased support and flexibility. There are no nurses in the team and nursing care is accessed from community nursing services. Most residents move into residential care homes when their needs exceed the level of support provided by Warrington Community Living.

The visiting team gained the impression that WCL staff treat residents with dignity and respect their privacy. Communal areas were spotlessly clean and freshly painted.

Encouraging Positive and Respectful Attitudes

The visiting team observed that WCL staff knocked on the doors prior to entering residents' accommodation. Staff were seen to be warm and respectful in their conduct. It was evident that staff had good relationships with residents and appeared to know them by name.

The WCL team operate an open-door policy; their large, open-plan office is available for residents to visit and speak to staff at any time. The visiting team observed this happening; with residents greeted warmly and encouraged to enter the office.

In terms of feedback from the three residents (and a number of relatives) interviewed during the visit (who were in receipt of care from Warrington Community Living), there was a lot of positive feedback - with staff described as being attentive and the quality of care being good (for instance, some residents had been assisted in ways that have reduced their dependency and the level of support they require). For example, one resident said that coming to live at Ryfields Village was the best thing that they had done.

However, some problematic issues were reported. For example, one resident said that on occasion, staff have fitted a catheter bag improperly and this has leaked onto their clothes. Again, residents also said that they much preferred receiving care from permanent staff and not agency workers. Residents also said that there had, in the past, been issues with carers arriving late (due to staffing levels). Furthermore, one resident said that they would like parallel bars fitted to assist them with walking and has raised this issue with staff, but so far has been unsuccessful with this request.

Other Comments

Overall, there appears to be a cultural of mutual respect and friendliness between care staff and residents at Ryfields Village. It was clear that WCL has made considerable progress since it has gained the contract to delivery care at Ryfields Village. It was also apparent that there was strong communication, cooperation and collaborative working between Your Housing Group and Warrington Community Living. However, the visiting team did feel that some improvements could be made, which is reflected in the recommendations made below.

Recommendations

1. ***Encourage Residents' Committee Engagement:*** Although promotional materials were seen during the visit, some residents did not seem to be aware of, or were reluctant to attend the established Residents' Committee meetings at Ryfields Village (or get in touch with representatives). These represent valuable opportunities for residents to share feedback on their positive and negative experiences at Ryfields Village (such as access to the gym facilities). Residents in receipt of care packages could be further encouraged and supported to attend these meetings, or make contact with representatives.
2. ***Review and Respond to Requests for Equipment / Adaptations (Your Housing Group):*** Some residents mentioned that they have submitted requests for equipment and adaptations that have not been met (such as parallel bars being fitted and storage issues around mobility scooters). These issues should be reviewed by the landlord, Your Housing Group, and responded to appropriately.
3. ***Continue to reduce dependency on Agency Staff:*** Residents expressed a strong preference for receiving care from permanent staff, rather than agency staff. Warrington Community Living should continue taking steps to reducing the reliance on agency staff and carry on using consistent care staff, wherever possible.

Distribution List

This report has been distributed to the following:

- Warrington Borough Council
- NHS Warrington Clinical Commissioning Group (CCG)
- Care Quality Commission (CQC)
- Healthwatch England

Appendices

Appendix A

Response from provider

Hello

We are happy with the report and have no further comments. I will advise residents within the village who are interested that the report is being published today.

Kind Regards

Sarah Battersby
Service Manager
Ryfields Village

your **voice** **counts**

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