



Enter and View Report **Westleigh House**

Visit: 24th February 2016

Report published: 5th April 2016

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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 they are heard and listened to by the organisations that provide, fund and monitor these services.

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, optometrists and pharmacies. *Enter and View* visits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch *Enter and View* visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Warrington has safeguarding policies in place which identify the correct procedure to be taken.

Disclaimer

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

Acknowledgements

Healthwatch Warrington would like to thank the staff, in particular the Manager, Michelle Wray for taking the time to show the team round and answering questions.

Background and Purpose of the visits

Healthwatch Warrington was requested by Warrington Council, Adult Social Services to conduct the visit following a CQC inspection in 2015.

Details of the Visit

Location

Westleigh House, 109 Walton Rd. Stockton Heath, Warrington

Date/Time

The visit took place on 24th February 2016 at 10:30 am and finished at 12:30 pm

Panel Members

Chris Upham - Healthwatch Warrington, Enter and View Panel Member

Pat Taylor - Healthwatch Warrington, Enter and View Panel Member

Ildico Boden - Healthwatch Warrington, Enter and View Panel Member

Provider Service Staff

Michelle Wray, Manager

Details of the Service

Westleigh is a specialist residential care home for people with Schizophrenia. It has a capacity for 18 residents and currently has 17. They have a list of 7 people seeking to become resident and will shortly be full. Residents' ages range from 45 to 84. 90% of them are referred to Westleigh by the local authority.

Results of the Visit

Wherever possible the reports below are in the words of the E&V team members who were present at the time of the visit. The reports have been collated by the Healthwatch Warrington E&V Consultant and some text has been formatted to allow for easy reading; however the essential facts of the team's reports have not been altered.

Observations from the Visit

First impressions

The home is housed in what was once a large residential property which has been extended to increase the capacity. It opened 26 years ago and is run by Warrington Community Living - a non-profit making organisation.

It is on one of the main routes into Stockton Heath in an area of affluence and is surrounded by similarly large properties. It is quite secluded and would not be recognised as anything but a private home. There is an unobtrusive sign on the each of the entrance gate posts which can be clearly seen from every direction. From the outside it gives the impression of a well looked after building.

There is a car park for about a dozen cars and there are well kept gardens to two sides and at the rear. When the car park is full on-street parking is available nearby. It is within easy walking distance of Stockton Heath village and there is a conveniently situated bus stop 100 yards away, where frequent buses stop to take residents into Warrington or further afield.

Upon entering the building it is clear to see that the inside is as well looked after as the outside. The reception area is clean and tidy. There are several notice boards displaying information of use to residents and visitors. Interestingly, one of the documents was the latest CQC report. The team were immediately met by a very cheerful member of staff who greeted them warmly and introduced them to Michelle Wray, the Manager.

A walk around the building indicated that it had been very well looked after and decoration was of a high standard. It was clean and tidy and it smelled clean. There was no equipment left lying around and everywhere the team went there were smiling staff and residents. It had a very homely feel to it and staff and residents gave the impression of being a large family.

Access

On arrival the visiting team were greeted by the Deputy Manager, Selina who introduced them to the Manager, Michelle Wray. Both were very warm and welcoming. No doors were locked and the team were able to access the entrance freely. The Manager's Office was directly opposite the front door.

First impressions were that of a nice bright airy and clean atmosphere. There were two notice boards with various posters on. The lounge leads off from this area and then another corridor to ground floor rooms, kitchen, laundry etc. The team were shown to the dining area where Michelle provided the information the team required.

Staffing & Leadership

There are currently 18 members of staff looking after 17 residents. They comprise a manager, 4 deputy managers, 10 support workers, 2 cleaners and 1 cook. They are also currently in the process of recruiting another cook which will remove the necessity (occasionally) for a support worker to assist with cooking. Another cleaner is available if required. One member of staff has worked there for 20 years and several in excess of 10 years. Staff retention is good and the staff that the visiting team spoke to said it was a good place to work.

Currently, night cover is provided by 1 waking member of staff and 1 deputy manager sleeping in. This will be changing in the immediate future to 2 waking members of staff with no requirement for a deputy manager to sleep in. The Manager explained that she has a good working relationship with the Chief Executive of the organisation and has requested this change in working arrangements. The room currently used for sleeping in will be changed into a training room.

Staff members told the visiting team that morale had increased considerably since Michelle had taken over as manager in July 2015.

Activities & Leisure

Residents, who are able to, can come and go as they please. They are allowed to stay out overnight providing they advise staff of where they will be.

Hairdressers and a chiropodist attend regularly and one member of staff does manicures.

One resident regularly attends a local church and is picked up and dropped off.

Exercise classes are run and everyone encouraged to get involved in some way and movie nights are a regular event. Sky television is available and much used by the football fans.

Residents are encouraged to involve themselves in the garden. The garden maintenance is split with Your Housing. Volunteers from the Walton Lea Project come in to plant potatoes and veg.

There is a pool room situated upstairs which as well as a pool table had tea and coffee making facilities, kettle etc. plus a punch bag.

The main lounge was situated just off the main entrance. It felt cosy and homely, very tastefully decorated with a fireplace which was adorned with a big display of flowers. There were plenty of chairs and bright sofas, a piano and T.V. A valentine card was on the mantelpiece and a resident informed the team she had been given it. There were a few residents sitting here, one with a drink and all said they were happy there and the food was good - about two had been here since it opened 26 years ago. Other residents were coming and going which gave it a lively feel.

There was a quiet lounge on the upper floor which had good chairs, two television sets, CD player, video cassette, sink and a small little tree with tiny lights on giving

the room a warm glow. One resident said he uses it frequently as he likes to listen to his own music.

The visiting team had free access to talk to any of the residents and found them all complimentary about Westleigh. Comments included *'It's brilliant in here, the staff are so friendly'* - *'I couldn't think of anywhere else I would want to live'*, - *'They really look after us, the food is great'*, - *'Michelle is lovely and so are all the other girls, they really look after me'*. It is clear that the residents gave the impression of being happy and settled.

Residents are encouraged to follow their own interests. Some residents have larger budgets than others such as those on Section 111 aftercare.

The home also runs exercise classes, movie nights and at the moment an Easter project is being organised. Residents can involve themselves as little or as much as they want.

Administration

Referrals for places are made from social workers, psychiatric nurses and Warrington Borough Council staff etc. Residents have an enduring mental illness, most with schizophrenia but some have other issues also. Ages range between 45 - 83. The two eldest residents are women.

Residents have often been in hospital and the Manager first meets them there where an assessment is done to ensure suitability before bringing them to see the home.

On arrival into the service they will receive a dependency assessment. They all have individual plans which are done in conjunction with them. At the moment every resident has capacity. If not, they will have other support such as a family member, advocacy, social worker etc.

Once at the home, all residents are given a guide which informs them about the home e.g. rooms, meals, activities and answers various questions they may have.

All residents are free to come and go as they wish with no restrictions and can even stay out all night maybe with family or a friend. Some of the residents have been there since it opened 26 years ago.

The visiting team were shown the Complaints Policy dated 2015. Michelle said she had had two complaints - the first being from a neighbour saying that ivy was encroaching on her outbuildings and the second being a member of staff about the behaviour of a resident. Both were resolved by the home. She said a resident would receive 3 written warnings before the eviction route. She also encourages feedback so anything likely to cause a complaint is resolved at an early stage.

A CQC inspection took place in October 2015 and indicated a requirement for improvement. It was, however, a generally complimentary report. The team discussed the three areas the CQC had highlighted as requiring improvement with the manager and were pleased to find that she had taken on-board their comments and action had been taken to resolve the issues highlighted. The only outstanding issue appeared to be the use of support workers as cooks. This is currently being addressed and they have advertised for an additional cook which will resolve this matter.

It is fair to say that the manager was fairly new in post at the time of the CQC visit and that staff and residents alike say she has made big improvements in a short time.

Cleanliness

The residents the visiting team saw and spoke to were well turned out in clean clothing. Support staff attend to the laundry needs of many of the residents but some prefer to do their own.

Hand hygiene signs were in place and all staff and residents required to adhere to the requirements. The shared bathrooms were clean and adequate. All of the communal rooms were adequately furnished and decorated and it was all in good order.

There are three bathrooms on the upper floor with one walk-in shower room plus extra toilets. All had been recently refurbished to a high standard and the ones we viewed looked very clean.

A care worker showing us around informed us that a couple of residents were starting to show signs of incontinence and this was being monitored very closely. We were advised by the Manager that one resident has severe arthritis and all equipment e.g. hoists and wheelchair and bathroom aids are in place.

Management of Medicines

Those who are able attend their own doctor's surgeries, accompanied by a member of staff, if necessary. For those who are less mobile a doctor will visit the home.

The Manager or Deputy at present administers all medication. One resident occasionally stays away overnight and then takes their own. However, all staff are to be trained to give medicines so they can administer them when the Deputies are off. After training, they will be registered and have a competency certificate.

All residents are on some medication, some more than others. Medicines are kept in a cabinet which is locked at all times.

Food and Refreshments

Eating is a hugely important thing to most people and a healthy and varied menu essential to wellbeing. That is clearly understood and well catered for at Westleigh.

There is a very nice dining room arranged in tables of four. Drinks are available there, and in other locations, all day long. There is a full breakfast menu. Lunch is normally a snack with choices and the main meal is taken at night. There is always a choice of two main courses and should neither of them be to the residents taste then there is a flexible approach to providing something they do like.

On Sundays the main meal, a Sunday roast, is taken at lunch time and a snack provided in the evening. In addition they have two supper times, one at 8pm and the other at 10pm.

Residents told us they were very happy with the catering, that the standard of food is very good.

The menu at the time of our visit was as follows:

Breakfast	Cereal, toast or sausage sandwich
Lunch	Steak/kidney pie or chicken paste sandwiches
Tea	Hotpot or beef in tomato and mashed potato

In relation to food hygiene, in a recent inspection they achieved 97% and retain their 5 star status which is the highest achievable.

Smoking

It is accepted that this is the residents' home and that smoking is a personal choice. Smokers are encouraged, though not forced, to smoke outside, but there is a small lounge where smoking is permitted and it is generally used by the older more infirm residents who may have difficulty going outside. Very few of the younger residents smoke.

Privacy & Dignity

Staff are aware and respectful of the needs of residents in respect of privacy, dignity and courtesy.

The visiting team were informed that staff do have time to talk to residents and the relationships are excellent. The staff know them as individuals and it's very informal. There is always someone there to re-assure them and have a laugh. A new member of staff loves working there because they are able to spend time talking with residents, which is a therapeutic part of their care. She stated that generally on the whole residents got on and are a happy bunch and some strong friendships have been formed.

All residents have their own room which have fitted wardrobes, vanity units and a sink but none are en-suite. Rooms are quite spacious with wardrobe and cupboard space as well as shelves for personal items. The team viewed three upstairs rooms out of thirteen and one larger one downstairs which was able to accommodate a

wheelchair and commode. There are five downstairs. All were furnished nicely and appeared very homely. There are 18 bedrooms in all and one lift.

Safety & Security

Visitors are allowed at any time, the only requirement being that they sign in and out in a book on reception. The door is not locked but there is always a member of staff with a view to the front door.

Discharge

Most residents consider Westleigh to be their home so discharge planning is not a regular occurrence.

Staff Training

Staff are all mental health trained and have NVQ's. Training is considered important and is on-going. They are also encouraged to take responsibility for their own personal development and any requests from them for additional training are supported.

Staff receive annual moving and handling training, one resident is in a wheelchair and needs a hoist.

All staff are aware of safeguarding requirements. There is a published safeguarding policy which reflects the Borough Council's own policy. There is on-going training and testing. A company called 'Tailored Medical Training' undertakes annual reviews of all staff members and tests their competence in respect of safeguarding, health and safety, food hygiene and the provisions of the Mental Capacity Act.

Not all members of staff are qualified to administer medication, but there is a declared intention train all staff in the near future.

There is a clear view to staff progression and succession planning which hopefully will ensure that should senior staff move on there will be others in a position to move up.

Summary

The overriding theme from the visiting team was that this was a well-run home with a friendly atmosphere. Issues raised by the CQC report from 2015 are being addressed.

Recommendations

- 1.** The fact that the majority of the residents of Westleigh are able to lead normal lives, come and go as they please and enter into relationships outside the home indicates that they would possibly be able to live in their own homes, providing there was a support network. Healthwatch Warrington would like to know if a “step down” approach is ever considered, that is, residents moved to their own accommodation with support in place.

Distribution List

This report has been distributed to the following:

- *Warrington Council, Adult Social Services*
- *Warrington CCG*
- *Care Quality Commission*
- *Healthwatch England*

Appendices

Appendix A

Response from Michelle Wray, Manager at Westleigh

Regarding the recommendation, we have moved people on from here to more independent living with support since I have been in post and are continuing to do so.

Really delighted with the report though J

Michelle

