

The Place Up Hanley Care Home

Date of Monitoring visit Wednesday 24th August 2016. 10.30am - 12.30pm

Care Home visited The Place Up Hanley Care Home

Manager Jackie Walker

Authorised Representatives Barbara Mawby, Dave Rushton

Representatives have undertaken Enter and View Training and are enhanced CRB checked

Purpose of visit

Healthwatch Stoke-on-Trent, in partnership with the City Council, has introduced a Dignity and Respect Charter which applies to every resident receiving care. Our visit was to assess how this is perceived by both residents and staff.

Methodology

A letter was sent to the Manager of the Home on 5th August 2016 giving details of the forthcoming visit.

The Home is relatively new and has, as yet, not been inspected by the Care Quality Commission. Instead, information was taken from the website and, during the visit, further information was given verbally from the Manager and Staff.

Upon arrival, we made our visit known to the Manager, who welcomed us and explained a little more about the Home, but members were then able to make an unescorted tour of the Home and talk to residents, staff and visitors.

General overview

The Home opened late last year and is part of the Safe Harbor Group. It is a single storey building, set in well laid out and tended gardens. Work is still on-going in parts of the building to increase the number of residents' rooms but this work in no way seems to impact on the safety and comfort of the existing residents (currently forty). All residents have a form of dementia, at various stages. Some are married couples and six double rooms allow these couples to stay together.

The Place Up Hanley is a *care* home and once it is deemed necessary that the resident requires nursing care, they are moved to a suitable nursing home.

Throughout our visit, members were pleased by the light and airy feeling throughout. Every corridor was wide with handrails and colourful pictures on the walls.

The overall atmosphere is extremely welcoming, every room is very clean and well maintained, the staff seem to be genuinely caring and happy in their work and, most importantly, the residents seem very content.

The entrance/vestibule

Entry to the Home is via a pair of key coded glass doors for safety. We were pleased to see that our visit poster was displayed on the outer doors. Once inside, the vestibule has a comfortable seating area for residents and family visitors. There is also a well presented 'coffee bar' which gives the impression of a modern hotel. From the vestibule, a series of corridors lead off to the residents' rooms - all the corridors have familiar 'street name' plaques reflecting the local area. Also leading from this reception area is:

The Lounge and dining room

This room is large and well laid out, with a number of well-appointed seating areas close to a largely glazed outside wall with patio doors leading to the garden. On the day of the visit, the weather was warm and so the doors were open, but they are fitted with secure fittings for safety.

The dining area is pleasant and again has the 'airy' feel referred to earlier in the report. Leading off the lounge is a properly appointed 'bar' where residents can store a small supply of drink. Also off this room is a fully stocked library (all books are clean and in good condition and cover most modern popular authors).

In the corner of the room is an area laid out as an open plan administration area staffed by care assistants who were able to assist residents with queries as well as providing excellent observational facilities.

A notice board displayed a list of activities and the menu as well as our Dignity and Respect Charter (it is worth noting that we saw these notices as well as our posters throughout the Home).

There is a separate hairdressing salon which we saw was being used. The female residents all seemed to enjoy the experience.

Bedrooms

All bedroom doors are easily identifiable and some have pictures and names of the residents on the door. Each room led off one of the wide corridors (referred to elsewhere). Members were invited to see a bedroom which had a single bed, a wash hand basin, a table and chair, flat screen television and storage facilities (bedside cabinet, wardrobe and chest of drawers). Like most of the rooms, it was very clean, well laid out and again had the 'airy' feeling - two windows which opened partially, fitted with secure catches.

Bathrooms and toilets

We entered one of the toilets and found it to be clean and well laid out with suitable handles to aid mobility. One minor criticism is that we found a disposable cloth had been put into the WC and it had not been flushed away.

The bathrooms were equipped to be wet rooms and had large, easily accessible showers. Again, they were extremely clean and well maintained.

Staffing

Jackie Walker (Manager of the Home) informed us that, since the change of ownership of the Home and the many improvements made, there is no staffing problem. She maintains a recruitment waiting list made up of local people who are interested in care positions there.

Three shifts operate and always consist of at least one supervisor, one nurse and three care assistants. During our visit in the morning, we observed at least five care assistants and a pharmacy nurse, plus the manager and the activities coordinator.

All necessary training is carried out at their 'sister' Home Newpark House to ensure that consistency is maintained across all employees within the Group. Jackie told us that, following this core training, the staff at The Place Up Hanley receive further, on-site training to impart local knowledge.

We spoke to one member of staff who told us she was very pleased that she was able to further her training at her own pace and felt she was encouraged by senior management to continue her professional development.

We spoke with several other members of staff during the visit and everyone expressed their satisfaction with the job, citing their reasons as being '*pleasant environment*', '*management team respect*'; they felt they were listened to and, overall, felt they were contributing to the overall wellbeing of the residents.

Activities

We met the lady who coordinates activities as she was walking along a corridor. She informed us she was just on her way to inflate a paddling pool outside so residents could *'have a paddle'* in the warm weather!

She told us that she currently works three days each week but as the number of residents is constantly growing, the Home is looking to employ a further coordinator. She told us that she *'loved her job'* and wanted to ensure the residents had activities *'every day of the week'*.

The notice board displayed the various activities during the week which include bingo, a general knowledge quiz and a music quiz. We were informed that occasionally they hold music nights which even includes a *'disco'*!

Trips are organised on occasion making use of one of the Group owned mini buses and several residents told us how much they enjoyed these outings.

Respect and Dignity

The Care Home seems to fully comply with the Dignity and Respect Charter and we observed it on display in several locations throughout the Home. Our team felt that, through open conversations with senior management, staff and residents, every aspect of the charter had been properly implemented and was fully observed.

Members were able to speak to a number of residents and staff during the visit

Most of the comments from staff spoken with have already been used in other parts of this report. However, we briefly spoke with the gardener/maintenance man who told us that his services were shared amongst several of the other Homes in the Group. He enjoyed the work, but felt that they would need to employ an additional person soon if the Group continues to grow.

A small group of young people sitting in the entrance area were waiting to visit family members and all were well pleased with the care given to their relatives. They each said they were fully confident their relative was being well looked after and that they *'really enjoyed living there'*.

We also spoke with several residents, including a married couple, two single males and two single females. Amongst their comments:

"Far and away the best Home I have been in - I don't want to go anywhere else"

"The food is great and the staff are wonderful"

"When I was working, I stayed in hotels a lot. This is far better than lots of hotels I've stayed in!"

“They look after me and the wife extremely well. We feel at home”

General Review

The Place Up Hanley is a clean, well-maintained and comfortable Care Home with the provision of above average facilities for residents.

Staff are seen as kind, helpful, and caring with the provision of adequate training as necessary. Staffing levels are regularly reviewed and they feel respected and valued by senior management. This in turn reflects well on the care and attention they provide to their residents.

All the staff spoken to were very approachable and willing to discuss issues. They were open about their roles and responsibilities and we thank them for their time and commitment to being available during the visit.

Recommendations

Healthwatch Stoke-on-Trent feels the Home is well run and can only suggest that it continues to provide this high level of service in the future as it continues to grow.

We would recommend that The Place Up Hanley is seen as the ‘flagship’ for the Safe Harbor Group and that it seeks to bring every one of its’ Homes up to this standard.

We wish to thank the Manager and all her staff for the welcome and courtesy shown to our team during the visit.

Response from the Manager

(see next page)

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14th September 2016

Dear Mr Cooke

Thank you for the copy of your draft report for our home. We are extremely pleased with the contents and that you view our home as the 'flagship' for the Safe Harbor Group.

All the staff are very proud of the home and will work hard to maintain the high standards that we have achieved and continue to make the care of our residents our priority.

Yours sincerely



Amanda Mathews
Deputy Manager

