



## Enter and View Report: Gainsborough House Care Home

Date of visit: Wednesday 30<sup>th</sup> August 2017

Report published: 19<sup>th</sup> September 2017

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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 Gainsborough House for welcoming our team and taking the time to answer our questions.

## Purpose of the visit

On Monday 13th June 2016, Healthwatch Warrington carried out an Enter and View visit at Gainsborough House (the subsequent report, including our recommendations, can be found on our website:

<http://www.healthwatchwarrington.co.uk/wp-content/uploads/2015/03/EV-Warrington-Gainsborough-House-published.pdf>). As such, Healthwatch Warrington scheduled a revisit to Gainsborough House. This would give us an opportunity to follow up on the recommendations that we had made previously and to observe how ‘lived experience’ may have changed.

## Details of the Visit

### Details of the Service

Gainsborough House is owned by London and Manchester Healthcare Limited, which specialises in operating homes that provide dementia care, as well as general nursing care. Gainsborough House is a 72 (en suite) room, purpose-built nursing home, situated on Gainsborough Road (a quiet residential area of Warrington). The building comprises of 3 units, spread out over 3 floors; Picasso (ground floor, General Nursing), Matisse (first floor, EMI), and Renoir (second floor, EMI). In January 2015, Care Quality Commission (CQC) conducted an inspection at the home and rated the service as overall ‘Good’. The full CQC inspection report can be found online: <http://www.cqc.org.uk/provider/1-227263558>

## Location, Date and Time

The visit took place at Gainsborough House, 8 Gainsborough Road, Warrington, WA4 6BZ, on Wednesday 30<sup>th</sup> August 2017, from 2:00pm - 4:45pm.

## Healthwatch Warrington Representatives

Esstta Hayes - Healthwatch Warrington, (Visit Lead) Enter and View Authorised Representative

Jim Sinnott - Healthwatch Warrington, Enter and View Authorised Representative

Paul Mendeika - Healthwatch Warrington, Director and Enter and View Authorised Representative

## Service Staff

Anne Hughes (Home Manager)

Jackie (Catering Manager)

Jane Chironda (Unit Manager, Picasso)

John Kennedy (Staff Member)

Ken Connelly (Staff Member)

Lesley Taylor (Nurse)

Lorena Sebastian (Senior Healthcare Assistant)

Monika Treagust (Accounts Assistant)

Ruth Gough (Deputy Manager)

Sharon Hutchinson (Activities Co-ordinator)

### Spotlight on Values - Luxurious Homes and High Standards

According to its website ([www.lmhealthcare.co.uk](http://www.lmhealthcare.co.uk)) London and Manchester Healthcare Limited prides itself on having 'high values' and being a safe, effective, caring, responsive and well-led organisation. It aims to promote resident's happiness and their loved one's peace of mind by providing highly skilled, professional, general nursing and specialist dementia care services. As such, each one home is designed to operate as a 'self-contained community', underpinned by these values, in which residents and staff alike are part of a mutually supportive 'family'.

### Spotlight on Values (Continued)

Within this family, the health, happiness and well-being of every resident is of primary importance; where each resident is treated as an individual, receiving care reflecting their unique needs. To achieve this, staff are encouraged to undertake activities programmes designed to stimulate each resident and give them the very best quality of life. This demonstrates the company's commitment to delivering person-centred care. The company also describes its homes as providing the highest levels of care, in 'warm', 'comfortable' and 'luxurious' surroundings; with residents encouraged to have personal keep-sakes in their rooms, and stimulating on-site facilities available such as cinemas, libraries, hair salons, sensory rooms and gardens, etc.

A strong emphasis is also placed upon the importance of the views of residents, carers and relatives; with feedback being used to strive for constant improvement. In line with this approach, the homes should hold regular residents' forums (with family also invited to attend) and regular surveys completed (with the results published). All new residents and families should also be issued with a Service User Guide and Statement of Purpose and people can also leave reviews on the company's website. Based on these stated values and standards, visitors should expect to see a warm, well equipped, person-centred home, with caring staff and particular attention being paid to ensuring that the complex needs of residents with dementia are met.

## Results of the Visit

### First Impressions, Entrance and Reception Area

Signage leading up to Gainsborough House was large, clear and easy to see from the road (with a name board attached to the front wall). Immediate access leading up to building itself enjoyed well-maintained grounds (free from litter), clean paths and dropped kerbs. However, parking was relatively limited and oversubscribed; with vehicles blocking paths, parking on yellow lines and parking in 'keep clear areas'.

This could pose issues if an emergency vehicle needed access, or if residents needed to evacuate the building. The front entrance was also kept in good condition; with planters, mown grassed areas, and hanging baskets. The entrance comprised of double width automatic doors (for ease of access) and hosted a contemporary sitting area with a large floor space, stylish furniture, neutral decor and a staffed reception. In the car park, the visiting team spoke to a visitor (a resident's wife). The lady's husband was a dementia resident and had lived at the home for eight weeks. The lady told the team that she had chosen this home from a list of almost 30 other homes (in part, due to its convenience in terms of access) and was so far very happy with the home, staff and has experienced good communication.

Upon arrival, the visiting team were warmly welcomed by Monika (Accounts Assistant), who checked their ID badges and asked them to sign in; indicating that security measures were in place. The reception space was modern, bright, up market and clean. On entry, the visiting team also noticed that there was a wall-mounted digital screen showing a "Who's Who" board (showing staff names and photographs, to help visitors and residents to identify them). Monika explained that this screen was automatically updated when staff fobbed into the building, so it was always up-to-date. The rolling screen also highlighted menus of the day, activities, and the employee of the month. The building itself is comprised of 3 units, spread over 3 floors; Picasso Unit (ground floor, General Nursing), Matisse Unit (first floor, EMI), and Renoir Unit (second floor, EMI). Each unit is laid out the same way and caters for 24 residents (72 residents in total). At the time of this visit, the home had only one resident vacancy.

At this point, the Home Manager, Anne Hughes, was temporarily off-site to support staff at one of the company's new homes (Whittle Hall), but returned to greet the visiting team later. However, the visiting team were initially made welcome by the Deputy Manager, Ruth Gough. Ruth chatted to the visiting team about the visit and accompanied them to the Renoir Unit, where they were introduced to other members of staff. The visiting team also saw a notice board in this area, with patient satisfaction leaflets and a post box displayed. The team felt that



Healthwatch Warrington leaflets would be a good addition to this space. This was discussed with the Home Manager later during the visit, who was happy to include them in future.

### Activities and Leisure

At the time of the visit, Gainsborough House had 2 full time Activities workers (covering Mondays to Saturdays). One Activities Co-ordinator has just moved over to the new home (Whittle Hall) and is shortly due to be replaced with another Activities worker named Lorraine.

Ruth tries to ensure all Units in Gainsborough House have the same level of activity, as appropriate to their resident's needs. Lorena Sebastian (Senior Healthcare Assistant), introduced the visiting team to Sharon Hutchinson (Activities Co-ordinator). Sharon works on all 3 floors and showed the team that each resident has an individual Activity Plan (with dates, names, activities, involvement of the resident and any feedback provided). This not only helps to maintain a record of what each resident likes/dislikes, but also allows staff members to highlight any activities that they have not yet taken part in, and build upon them.

Activities at Gainsborough House are mixed between arts, crafts and community-based activities. A monthly activities timetable is posted on noticeboards located upon entry to each Unit. Examples of activities at the home include trips to a local garden centre, visits from a piano player, bingo sessions, taster days (for example, Caribbean food), a planned Autumn Watch event (including owls) and live singers (such as The Davies Sisters, who were performing songs during the visit in the Matisse Unit). Gainsborough House also has links to Stockton Heath Primary School and now uses the Oomph! Out and About service (a social enterprise which provides a bus for residents, as well as an Oomph! representative to drive the bus, support staff in transporting residents and accompany the trip). This service is used for trips that take place around twice a month. Further to the above, volunteers come in and read to residents in the Library for one hour each week (as part of the Read to Me Scheme, led by LiveWire Warrington). Ideally, staff commented that they would like to have more volunteers so that this service could be provided more often.



In terms of activities facilities, There are several lounge rooms (one of which is often a 'Quiet Lounge' on each floor) and a Library comprised of books, games, drawings and craft materials (some also have a TV).

iPads are used throughout the home to support residents with internet surfing, as well as Dementia apps for residents in the Matisse and Renoir Units (which are used alongside the Activities Co-ordinators). A kitchenette is also provided in each Unit and are currently being updated. The small kitchenette (including a fridge and kettle) located in the Picasso Unit was also used as a family room. To mitigate risk, the kettle is replaced with a flask on the Matisse and Renoir Units, and the hot taps are temperature regulated. A microwave is also provided.

The garden area, accessible by patio doors from the lounge, hosts a contemporary water feature, tables, chairs and benches. Residents also have regular access to a salon, which was open at the time of the visit. Residents were enjoying treatments, haircuts and were chatting and smiling with the hairdresser. Lorena also proudly showed the visiting team that there was a clearly marked Resident Gallery corridor on the Renoir Unit. This is replicated in each Unit, displaying residents' artwork (paintings, chalk drawings, drawings, etc.), adding colour and a personal touch.

### **Food and Refreshments**

Gainsborough house provides 4 meals per day: Breakfast (8:00am - 10:00am), Lunch (12:00pm - 1:30pm), Dinner (4:30pm - 6:00pm) and Supper (8:30pm - 10:00pm). Food is also available for residents throughout the day (such as fruit, biscuits and other snacks between meal times). Drinks are distributed via a trolley. During the visit, the team saw several residents having drinks, or being given them by staff (as requested). Meals are prepared in the central (first floor) kitchen and then wheeled to dining rooms. Trolleys have both ovens and warm compartments, to keep food hot.

Special dietary requirements are catered for, with blended and assisted food provided as needed. A dining room on each floor is used for group meals. The dining room on the EMI Units showed a clear day, weather and date display (this appeared to be suitable for those with visual impairments).

A fresh menu is provided every day, with 2 choices available per meal (weekly and monthly menus are also in place). Menus were displayed both in the reception area and on clear, up-to date-notice boards seen on entry to every Unit. The visiting team saw that the menu in each unit was written on a small chalkboard, while the EMI Units also had a clear, pictorial and text menu display (to support residents sitting away from the board, or those with visual impairment) to help with meal choice and awareness. The writing on the menus was clearer than the cursive text seen during the previous visit. Dining tables were decorated with cloth table cloths, napkins and imitation contemporary flower arrangements, which were clean and pleasant.

The visiting team also speak briefly with Jackie (Catering Manager), who had been present during the previous visit. Jackie was cheerful and busy organising lunch. The team also spoke to a resident diagnosed with MS, whom they had met during the previous visit. The resident was very happy that she had been able to stay at Gainsborough House and felt that she had been well supported by Jane Chironda (Unit Manager, Picasso). It was clear to the visiting team that this lady was very happy and settled.

### **Clinical Observations: Cleanliness, Infection Control and Medicines Management**

Hand sanitisers were prominently displayed and well used. The bathroom that the visiting team entered was spotlessly clean and pleasantly fresh smelling. Similarly, the toilet in reception was brilliant in all respects. Staff on the EMI Units discussed that more residents are now arriving with complex needs and that Dementia is a consistent presenting condition upon admission. Anne stated that Gainsborough House works with Hollins Park to support residents with mental health needs, specifically working with Community Psychiatric Nurses; lots of referrals for admissions are now received from Hollins Park.

Several residents are in receipt of Section 117 of the Mental Health Act 1983 (entailing free aftercare following hospital discharge). Anne explained that residents moving from Hollins Park to Gainsborough House can experience distress and anxiety due to the change of environment and therefore, are often given 28 days to acclimatise to their new surroundings. Those residents with limited capacity are placed under DOLs, as needed. Anne also spoke highly of the Enhanced Care Home Support Service (delivered by Bridgewater Community Healthcare NHS Foundation Trust), which provides dedicated support, advice, training and education to nursing and residential care homes in Warrington (for example, End of Life Care, Discharge Support, Falls, etc.).

Anne explained that Gainsborough House ensures that this team are accessed when appropriate and that staff do what they can to manage resident's needs prior to calling the Enhanced Care Home Support Team. Dr Ravi (at Causeway Medical Centre) visits the home each week to see his patients, and other GPs attend to support their patients when needed. North West Boroughs Healthcare NHS Foundation Trust also provides support with the Later Life and Memory Service.

During the visit, Gainsborough House was observed to be clean, clear and well-maintained. However, there was a distinct, strong smell of urine on the middle floor Unit, which could benefit from a deep clean. Anne explained that a meeting had been held the previous day to agree upon the removal of the carpet in the main communal area and the replacement installation of similar coloured, easy clean flooring (for example, linoleum).

### Administration

Gainsborough House appears to be well organised, with residents and relatives regularly consulted about life in the home. Signage throughout the home fitted in well with the décor. However, room signs were often on clear Perspex with blue text, which could prove difficult for anyone with sight impairments. Doors and walls throughout the units also had extra signage, including clear black text, cartoon

images and yellow backgrounds to signpost/direct people to toilets, bathrooms and other areas. This was helpful in terms of guiding people around the building and was clearly recognised and used by visitors and residents.

The floors throughout the building are accessible by lift, which was large and clean. However, the lift was backed with a large, half-size mirror and a grab bar (in the same colour as the steel walls). Mirrors can cause perception issues around space for those with sight impairments, and can cause issues of confusion, fear and distress for those with Dementia (who may not recognise their reflection, or see their reflection as a threatening figure). The visiting team noted that mirrors were no longer placed in open or communal areas. Consequently, the mirrors in the lift should be removed or covered. The grab bar is also difficult to differentiate from the wall, this could benefit from being in a contrasting colour.

### **Admission**

For new residents, a pre-assessment meeting is undertaken (either at Gainsborough House, or wherever the potential resident is presently located, such as a hospital, home, care setting). During this meeting, an identification of the potential resident's needs is carried out and it discussed as to whether Gainsborough House is in a position to offer the support required. If so, there a 4 page admin form is completed and the resident is admitted. Waterlow charts, Risk Assessments and Care Plans are also created and agreed at the point of admission. The Home Manager explained that delays in admission can often occur, not because of Gainsborough House, but because of delays in the administration for payment orders that must be issued and processed prior to admission.

### **Staffing and Staff Training**

Throughout the visit, staff were engaged and approachable. They shared their experiences of working on the Units, supporting residents and working with the new Manager, Anne (who had been in post for 6 months at the time of the visit).

Staff said that Anne is a 'good listener', a 'good leader' and that she is driving improvements in terms of the facilities, equipment and environment in Gainsborough House.

One member of staff commented that morale has significantly improved since Anne came into post, and that they feel able to approach her with any ideas or issues, as they arise. Anne also leads daily meetings for staff to check on residents, discuss any issues, activities throughout the day and go over any new admissions/discharges. Anne was supportive of the visit and shared challenges with the team that had developed since her appointment including; loss of staff and difficulties with changes to the home's regime (which took some time adjust to). Both Anne and the staff felt everything is much more positive now. In general, managers were praised by staff for demonstrating leadership and being approachable and interested. New staff also commented that they felt happy and settled at the home.

Staff shifts are split over 3 shifts - Day shift (8:00am - 8:00pm, 4 carers, 1 Nurse - Picasso Unit, 5 carers, 1 Nurse on Matisse and Renoir Units, 1 extra member of staff joins from 8:00am - 11:00am to help on breakfast duty); Night shift (2 carers, 1 nurse on each unit) and Twilight Shift (7:00pm - 11:00pm - Renoir has 1 extra carer for this). Handovers are completed on each shift and take as long as is necessary. A staff room and kitchen are situated on the middle floor, on the opposite side of the Matisse Unit. Anne explained that Gainsborough House is fully staffed with nurses, while there is a need for more care assistants (a shortfall of around 160 hours per week). Agency staff are used when needed, and the home has a preferred agency provider and a list of staff who have previously worked there (who are asked for in the first instance to attend, in order to maintain consistency). Picasso's Unit Manager stated that there is not much of a turnover in her unit, and some members have been at the home since its opening, 6 years ago.

Anne was very open about training for staff, which is a combination of online / off site (for example, through Warrington Borough Council) and face to face / on site, training, including Moving and Handling, Fire Safety, First Aid, Basic Life Support, etc.

Performance Development Reviews are undertaken with staff on an annual basis, with supervision undertaken every 2 months. Supervision is cascaded; Anne delivers supervision for Unit Managers and the Deputy Manager, while Unit Managers supervise their own teams and staff. Anne explained that some staff are working to become leads in the home, for example, a Dignity Champion and Falls Champion. Some staff are also identified as specialist leads; Jane (Unit Manager, Picasso) is the lead for tissue viability (having completed bed sore training at Salford University - which led to a reduction in bed sores), while Lisa is the home's lead on Infection Control. DoLs and Mental Capacity training is also provided, as appropriate.

### **Privacy, Dignity and Treating People as Individuals**

During the visit, the team observed staff responding to and caring for residents on an individual basis (with a good use of first names). Staff seemed to be engaged and interested in communicating with and supporting residents. The visiting team also saw other examples of good practice; with staff knocking on doors before entering to respect resident's privacy.

In terms of Gainsborough House's facilities, the building was clean, tidy and clear of obstructions (the wide, open corridors allow good access to all rooms). Each Unit hosts 2 large assisted bathrooms (fitted with supported toilets, bath hoists and wet room areas, as well as a sink). Each resident's room has an en suite bathroom with a toilet, sink and shower. Residents are given a shower / bath every other day. Each floor has a suggestion box for resident, family members/carers' feedback, as well as several clear signs stating: 'You Said, We Did' (to show any changes that occurred in the home as a result suggestions made). Activity Boxes were also mounted outside resident's rooms, which can be opened and explored. The boxes held information, photos, items and booklets about each resident, alongside photos of the residents and names on the doors. The visiting team were also shown pocket-sized 'Remember I'm Me' charts, which are fitted on the back of the residents' doors and show each individual's needs and preferences (for example, their preferred name, important dates, family information, personal care, etc.), with images and text.

This is used and updated by established staff and can help new/agency staff to quickly understand resident's needs and wishes.

The visiting team were also introduced to some of the residents, including the youngest and oldest residents on the Unit, who were smiling and friendly. Throughout the interactions observed, staff were kind, supportive, personable and friendly with each other, residents and family members. The team were also shown a small, pocket sized pictorial communication aid used on the EMI units, to help residents communicate their needs (for example, when they needed go to the bathroom, change clothes or have a shower, etc.). Lorena explained that this as a valuable tool to use with those residents who have limited capacity, or need support with communication. Individual personalised table placemats of images, names and text are also provided in Renoir and Matisse Units; helping residents identify seating for meals. Ruth explained that they are also helpful for those residents who are relatively slow eaters, as it gives them something relatable to look at during the meal.

Each resident also has their own Care Plan; including activities, likes/dislikes as developed and agreed with them and/or their carers and relatives. The visiting team also took the opportunity to speak with a visiting relative, who stated felt that activities were sometimes lacking and if they had been unable to visit regularly, their relative would not have enough access to stimulating activities. The lady also commented that she had been involved in her relative's care plan, but was concerned that it was not updated often enough, or with sufficient detail.

## Safety

In terms of safety equipment, the visiting team noted that hand-level grab bars were present along most internal walls, throughout all floors. On the EMI units, these rails were painted in a darker colour, so that they were easier to identify. The grab bars on the Picasso Unit (General Nursing) were painted the same colour as the walls, which could make them difficult to see (especially for those residents



with sight issues). The same approach to painting the rails on this Unit would be helpful. Audits, activity and incidents are recorded in logs and stored in the Manager's office.

Visitors' books and security code access are in place to monitor visitors coming and going. Anne explained that the Units are required to provide data of activity, for instance falls, on a monthly basis, which is interrogated to look for any themes, recurrent issues and patterns. For example, falls were seen to have increased at one point during evenings, rising from 10 to 17 falls in a month.

As such, the Twilight Shift was introduced to mitigate this risk and address the need for further resident's support. Staff are also provided with moving and handling training, as appropriate. One relative commented that there had recently been a safety incident involving a resident and they felt that staff were slow at reporting the incident to the relative (this took 2.5 days). The relative also said they are finding it difficult to obtain further details about the incident and believes that the home's approach should have been more open and upfront in the future.

### **Encouraging Positive and Respectful Attitudes**

The visiting team noted that all encountered demonstrated very positive and respectful attitudes towards residents, relatives and other staff. Staff appeared to have a genuine desire to engage with residents and their relatives. During the visit, the team were able to talk to some of those residents and families present during the previous visit (June 2016). Every resident that the team saw appeared to be well-turned out, clean and suitably attired. The husband of a resident again spoke very highly of Jane Chironda, the Picasso Unit Manager, rating her as "11/10" and saying that he feels that his wife is always supported and looked after, even if he wanted to go away on holiday (which he now feels confident to consider), as he feels his wife is cared for and loved.

The Activities Co-ordinator told the visiting team that the home holds a Family Forum every 3 months, where residents' families can discuss any key issues in a wider forum. There is also a Resident's Forum held every 6 months, and a Spouse Forum every 6-9 months (which is a relatively new session). The residents spoken with during the visit felt able to raise issues as/when needed.

A vicar visits the home once a month in order to offer residents spiritual support. Care plans are developed in partnership with residents, staff and relatives and reviewed as needed

### Other Comments

Overall, the visiting team gained a very positive impression of Gainsborough House, commenting that they would have no hesitation in strongly considering this as a suitable care setting for close relatives. Staff were seen to be attentive, sensitive and caring. The residents and relatives spoken with, generally spoke very highly of staff and life at the home; a relative of a new resident said that her husband told her that he really liked it there and that the food was good. Another relative stated that after a relatively long stay in hospital and an EMI Unit in another care home, her husband had settled in well at Gainsborough House; he was now less agitated and his medications were reviewed and updated as needed. In this respect, Gainsborough House lives up to the owner's stated values.

However, on balance, there were some areas that the visiting team felt could be improved upon; such as targeted staff recruitment, environmental upgrades and better communication. This is reflected in the recommendations outlined below;

## Recommendations

1. **Environmental Upgrades:** the visiting team noted that some areas in the home required some refurbishment. Specifically, some flooring needed to be replaced, grab bars needed to be painted in contrasting colours, the practice of placing mirrors in communal settings (for example, lifts) may need to be reviewed and more pictures could be fitted in corridors to help brighten them up (as is already done in the activities rooms). Healthwatch Warrington would also be happy to provide information to display that is accessible for residents, relatives and carers (to encourage greater feedback). The visiting team noted that management is already addressing some of these issues.
2. **Improved Communication:** although the majority of relatives and resident feedback was positive, some people felt that there were communication issues at the home. Management should ensure that incidents are reported in a timely manner and that care plans are updated regularly (for all residents).
3. **Targeted Staff Recruitment:** it was noted that staff cover, in general, was sufficient. However, there were still capacity needs in terms of the number of care assistants and volunteers available at Gainsborough House, which is another area that should be addressed to further improve the quality of service delivered.

### 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

I would firstly like to thank you for visit to Gainsborough House. The staff here have commented that they enjoyed your visit and that they felt comfortable speaking with you and your team

In regards to the recommendations, we can advise that we have commissioned a company to cover the mirrors in the lift. The grab rails in the other units (not dementia) will be reviewed regarding contrasting colours. Pictures are available to be fitted in corridors. Gainsborough House is happy to hold information regarding Healthwatch.

Improved communication- As stated majority of relatives and residents feedback was positive. We have improved the way we communicate following a relative feedback in ways that all staff have been briefed on effective communication, and expectations. Targeted staff recruitment- we are committed to recruiting to all vacant positions, with only a small number of vacancies left to recruit to at this present time.

Kind Regards

Anne Hughes

Home Manager

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