



Widnes Hall

Widnes

8th November 2017



Enter & View report

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by volunteer Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank the staff and residents at Widnes Hall Care Home for their time and consideration during our visit.

WHAT IS ENTER & VIEW

People who use health and social care services, their carers and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton may be able to validate the evidence that has already been collected from local service users, patients, their carers and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

VISIT DETAILS

Centre Details	
Name of care centre:	Widnes Hall
Address:	Coronation Drive, Ditton, Widnes. WA8 8BL.
Telephone number:	0151 422 0004
Email address:	amanda.byrne@anchor.org.uk
Name of registered provider(s):	Anchor Care Homes Limited
Name of registered manager (if applicable)	Amanda Byrne
Type of registration:	Residential Home
Number of places registered:	68

The Enter and View visit was conducted on 8th November 2017 from to 10.00am to 11.30am

The Healthwatch Halton Enter and View Team were:

Jude Burrows, Jane Catt and Mike Hodgkinson

SUMMARY

Widnes Hall is a warm and welcoming care home located in a suburb of Widnes. It can house up to 68 residents. It currently houses 67 residents so is very near full capacity.

It is easy to access by both public transport and car. The home is clean and well decorated throughout. It is currently undergoing some maintenance and redecoration due to a number of recent leaks.

The staff to resident ratio is good. The care staff came across as friendly and respectful to residents.

A large number of activities and trips are available to residents and a fun music session was witnessed by our Enter and View team.

The Deputy Manager, who we spoke to during our visit, was enthusiastic and caring about both his staff and the residents.

A number of adaptations had been made to the internal decorations to support people with dementia, such as street themed wall paper, photographs on bedroom doors and a high contrast toilet door. The home plans to make use of a conservatory area, as a dementia café and complete their refurbishment plans in the near future.

OBSERVATIONS

Location, external appearance ease of access and parking

Widnes Hall is located in a residential area of Ditton, Widnes. Local buses stop on Coronation Drive and a row of shops and a library are a short walk away. Widnes Hall has a large sign naming the home which is clearly visible from the road. The home has easy access to onsite parking and the visitors' area was clearly signed. We were able to park 2 cars on the day of our visit and more spaces were available. There were accessible parking bays near to the entrance. The grass areas outside were well maintained and free of litter. There are hanging baskets and pot plants. The main entrance is locked, for the residents safety, so all visitors must ring a door bell and wait for a member of staff to let them in using a coded keypad. A poster about a new 'Family and Friends of Widnes Hall' group was displayed in the front door.

Initial Impressions (from a visitor's perspective on entering the home)

The entrance to the home is bright and nicely decorated. We were warmly welcomed by the Deputy Manager.

A juke box was playing music in the foyer area and there were some comfy seats available. A notice board had upcoming activities and events displayed. These included a fundraiser for Children in Need and on-going activities such as bingo and movie afternoons. A display stand showed the menu choice

from the home's new winter menu. One of the notices was asking for ideas for trips out. A suggestions and comments board displayed a 'You asked', 'We said', 'We're doing', notice which was a great example of showing how residents opinions are listened to and acted upon. A photo was also displayed showing the dedicated Dignity Champions and the staff explained that these roles are there to ensure the home are keeping residents dignity as a paramount.

No Healthwatch posters or leaflets were on display in the home.

Internal Physical Environment

Widnes Hall is separated into 4 units and can accommodate 68 residents over 2 floors. 2 units can have 18 residents living on each and the other 2 can have 16 residents on them. The units are either residential or dementia units and are separated by doors secured with a key pad. The home currently has 67 residents. All of the home was well lit and the décor was of a good standard. There were no unpleasant odours anywhere in the home. There is a lift to the upstairs area. Most of the doorways on the dementia units had pictures of the residents on them and sometimes the residents name to support them in independently finding their room. One toilet in the home had a high contrast black and yellow sign on the door. Some of the corridors had themed wallpaper, which made it look like a street, and false windows to look like shops such as near to the hairdresser's room. Part of this was unfinished due to the recent leaks and supply issues. An upstairs area had book shelf wallpaper, books and seating that made a good use of the space and gave a quiet sitting area for families. Other walls had pictures up including group photos of residents.

Resident's rooms have en-suite wet rooms including a toilet, sink and shower. The en-suite has small double doors, to ensure ease of access to the wash room. Residents can decorate and furnish to their own taste. The onsite Handy Person can wallpaper, paint or put up pictures for residents. Some resident's families have brought in their own decorators to design their bedrooms for them and the home are happy for this to happen. There are different alarm systems in residents bedrooms, depending on their needs. For example, there is a buzzer to call for assistance or a mat alarm system that will be triggered if a resident was to fall out of bed.

There are a number of communal areas around the different units and they are presented in a homely style. They have televisions, couches, arm chairs and fire places. One of the rooms had a large pull down screen that can be used for showing films and had recently shown the November memorial services. There are also communal bathrooms available and these have baths, with bath lift chairs and an accessible toilet. The bathroom we viewed was very clean, although there was a clothes hanger stored in the bath tub. The home has regular maintenance done by their own Handy Person, who is onsite daily. Larger jobs are completed by outside contractors organised by Anchor Care. One resident commented that "*the armchairs are looking tired*".

On the day of our visit work people were conducting maintenance due to a number of recent leaks. The Manager explained that many residents had to be evacuated to different homes in the area for a short time due to the leaks. She praised her staff for how they dealt with this difficult situation. A dementia café is planned for in the conservatory area, which isn't used at the moment. The leaks have delayed this but the staff are hoping to be able to utilise this bright area soon. We observed workmen in one of the rooms using drills and an axe. The only separation between the work and the residents was two dining chairs and we felt it would have been better if it was more secure as residents were out and about on the corridor outside the room.

There is a garden and patio area to the back of the home. A replica bus stop is in the garden and the Deputy Manager informed us that this was given to them by the council so it is has an authentic look

and matches local bus stop signs. This can be used to comfort dementia residents who feel they want to go somewhere.

There is also a smoking shelter, chairs and a shed outside. The lawns were needing there last cut before winter on the day of our visit. Raised beds were available in the garden and although currently over grown will be used by residents in the spring.

Staff support skills and interaction

We were told that changes in the population, i.e. the increase of people living with dementia has had an impact on the home and they have more dementia beds to accommodate this. 12 staff work during the day time, with 3 on each unit. The ratio is 6.5 residents to 1 staff member. 6 staff are on duty during the night. Staff are trained using an in house training system from Anchor Care called 'Anchor Inspires' which includes safeguarding. Senior staff in the home are qualified Care Assessors with staff holding NVQ qualifications or working towards them. The home also has 2 apprentices.

We observed a good staff to residents ratio on the day of our visit. Staff showed care and active listening skills when talking to residents. All the staff we saw had a pleasant and enthusiastic manner. They treated the residents with dignity. The residents we spoke to all praised the staff saying staff were nice and pleasant. Some residents were helping staff to do dishes and fold towels, whilst others were putting up Christmas decorations. One resident explained how they enjoy doing household tasks to keep them busy. During our tour of the home one resident complained of a stomach ache and she was quickly seen to by a member of the care team, who offered her some paracetamol and comforted her.

Residents' social, emotional and cultural welfare

Widnes Hall has 3 care staff who manage activities and also encourage all staff to be involved. Activities can happen on a 1 to 1 basis or in a group. The home has an iPad Champion and games and activities from this can also go up on to the large screen. Activities include bingo, pamper sessions, days out, themed days and visits from local schools and nurseries. The staff are planning a panto to entertain residents at the moment. The home runs summer and Christmas fairs and has recently had a community day that the Police and Fire Brigade attended. Local school children and entertainers visit the home to sing for residents. Animals have also visited the home including dogs and donkeys. The Deputy Manager explained that the residents enjoy these activities and interactions. He shared a lovely story of how one resident, a retired Police man, was about to receive an Achievement Award for his long service after a Police Officer at the community day recognised him. On the day of our visit we witnessed residents enjoying a music sessions with a variety of percussion instruments. The staff and residents were seen having fun together, jigging and singing along to some music in 1 of the upstairs dementia units. A 'Travoly table' with interactive activities is about to be fitted in the home for residents to enjoy, as a gift from Anchor head office.

The home has a church service every other month and the community is invited to join this mass. All religions are catered for. A lay person also visits twice a week to engage with residents.

Widnes Hall does not have its own mini bus. If needed, they hire Halton Community Transport buses for trips out.

A hairdresser service is available each week, this is in a room set out like a hair salon. Residents pay for this service themselves.

The Manager explained that only 1 resident is able to go out of the home without support but that staff can accompany people to the local shops or into town. One resident told us, “*Staff take me shopping and to the parks*”.

Widnes Hall has alarmed, external secure doors that open with a key code. They are operated from the inside. There are also key pads on the doors between the different units within the home. Residents can go between the units if a member of staff is informed and if appropriate a staff member will go with them. The home does have a missing person’s policy if needed and are planning to sign up to the Herbert Protocol¹.

Resident’s physical welfare

A pre-assessment is carried out before a resident comes to live at Widnes Hall. This is a 14 page care plan that covers everything about the resident and is ready for their arrival at Widnes Hall. It includes medication taken, dietary needs, an oral health assessment etc.

A member of the care staff explained that if residents need support to use the toilet facilities they will be helped by a member of the care staff. They will then wait outside until the resident pulls the cord before re-entering the toilet to assist. This is to ensure privacy and dignity.

All new residents will be registered with Appleton General Practice and existing patients are also being transferred to this GP. Residents can stay with their existing GP if they choose too, as long as it is within the local area.

The resident’s medication is given out by the Team Leaders who have medication training. There are 2 Team Leaders for each unit. A few different ways of dispensing medication have been used in the home and now the ‘full box system’, through Boots Pharmacy is in place. The Manager tells us that this is line with NICE guidelines. The home is looking at full electronic systems for recording medications and dispensing in future. There is a clinic room where resident’s medication is stored and this is locked at all times.

A Chiropodist visits every 6 weeks and can be called in if required. This service is paid for by residents. Family members can also take their relative to the Chiropodist. Widnes Hall uses Vision Call as their chosen Optician and they make regular visits to the home. Residents can also be referred to Halton Hospital if needed.

Upton Dental Practice is used for both routine and emergency dental appointments. If possible dental appointments take place in the patient’s room but residents will go onto the surgery or even the dental hospital if required. Widnes Hall reports there have been no problems with this dentist and find Upton Dental Practice to be very good. An oral health assessment is part of a patient’s pre assessment before they move into the home. The Deputy Manager explained Dementia patients will often need support to express when experiencing dental pain and care staff are trained in this area.

Each unit of Widnes Hall has its own dining room. They were laid out with table cloths, cutlery and condiments on the day of our visit. Dietary needs that residents may have are explained in the pre assessment document. A list of dietary requirements is attached to the food trolley of each unit to

¹ The Herbert Protocol is a national scheme being introduced locally by Cheshire Constabulary and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing.

ensure all staff are aware of the resident's needs. There is a chef on site who can cater for any special requirements, such as diabetic or gluten free diets. Widnes Hall has a summer and winter menu which is displayed each week, at the entrance to each unit and the home itself. There are always 2 options available and jacket potatoes, salads and sandwiches can also be made.

The Manager explained that if a resident has to go in to hospital the family will be contacted and may accompany the person. The staff are unable to leave the home to attend hospital, so if no family or friends can go the resident will go on their own. They will take information from the home that may be relevant to the hospital staff with them. If residents are away from the home for more than 24 hours the care staff will do a reassessment on them before they continue to stay at Widnes Hall.

The Manager explained that her staff are not registered nurses and sometimes the hospital need to recognise this when discharging patients back to Widnes Hall, to ensure they get the right medical care for them. On occasions residents discharge sheets, DNAR forms and medication have not come back with the resident. They then have to be chased up by the home and sent over in a taxi. Widnes Hall feedback that they have experienced better discharged from Warrington Hospital then from Whiston Hospital.

Facilities for and involvement with family / friends

Widnes Hall runs a bimonthly residents and family group where people can share their views on the home. (Previously these ran every month but people felt this was too often and they did not always have anything new to discuss). The meeting is run by an administrative member of staff, as people may feel more able to share about the care they receive with them, rather than a member of the care staff themselves. Around 10 families currently attend this meeting.

The home explain they are proactive about involving family and friends and have an open door policy. This means residents or family/ friends can speak to them whenever they feel the need and not have to wait for a meeting to occur. Some family members have set up a 'Friends of Widnes Hall' group and they were promoting their first meeting when we visited. This group will give family members an opportunity to support each other and also to organise fundraising events that will benefit Widnes Hall. A member of the care staff explained that families and friends can join the staff and residents at trips and events. They are currently planning a Christmas lights ceremony.

Residents and family members are given a brochure about the home when they come for their 'look around visit'. This includes the complaint process, which is also displayed in the home. Families are invited to review meetings, which are generally done every 4 weeks. Review meetings are also held with Social Services.

There is not an overnight room for families of sick residents but the home will accommodate them as best they can. A recliner in the resident's room can be used and if there is a free room this can be offered to families so they can be near to their friend or family member.

RECOMMENDATIONS

1. Supply menus and activity details in a pictorial format to make it more accessible.
2. Look at how work areas can be partitioned off more securely if any future maintenance is needed.
3. Sign up to the Herbert protocol with the local Police service-
<https://www.cheshire.police.uk/advice-and-support/missing-persons/herbert-protocol/>
4. Display a Healthwatch Halton poster and have leaflets available.
5. Feedback on local health and social care services to Healthwatch Halton-
<https://www.healthwatchhalton.co.uk/your-feedback/>

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

SERVICE PROVIDER RESPONSE

The following response was received from Amanda Byrne, manager of Widnes Hall.

Menus and activities in pictorial format. We did have this in place, but it was removed when residents were given the new dining room experience so that they are offered both menus made up on a plate if they wish so that they can choose.

The activity boards were removed from the walls as some residents and family found them to be childlike. Activities are now shown in a monthly newsletter format which every resident can access a copy if needed. We are also looking at obtaining families e-mail address so we can e-mail the month's plans out to them.

All contractors have been informed that they must use correct safety equipment when working in all areas.

We are in the process of setting up the Herbert protocol with our community officer Chris.

If you can let me know where to obtain a poster for yourselves I will ensure it is place in the glass cabinet on the wall we have removed posters from the wall looking old and tired.

I will ensure that I contact the feedback response and include yourselves in this.

your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously



Leave feedback now:
www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

