



## **Enter and View Report** **Thelwall Grange Care Home**

Visit: 27<sup>th</sup> June 2016

Report published:

**Final Draft**

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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 Carol Everton and Zoe Wood for taking the time to show the team round and answering questions.

## Background and Purpose of the visits

Healthwatch Warrington undertook a visit in November 2015. This visit had highlighted several issues. The home is now under new ownership (Staffordshire care Limited) and management, Healthwatch Warrington had been invited to view improvements made to the home. It was agreed that it would be helpful if the original visiting team conducted the visit as they would be best placed to identify changes/improvements.

# Details of the Visit

## Location

Thelwall Grange Care Home, Weaste Lane, Thelwall, Warrington, WA4 3JJ

## Date/Time

27<sup>th</sup> June, 10:45 - 12.00pm

## Panel Members

Catherine Bamber - Healthwatch Warrington, Enter and View Panel Member

Ildico Boden - Healthwatch Warrington, Enter and View Panel Member

Deborah Dalby - Healthwatch Warrington, CEO

Ruth Walkden - Healthwatch Warrington, Enter and View Consultant

## Provider Service Staff

Carol Everton - Manager

Zoe Ward - Senior Carer

## Details of the Service

Thelwall Grange is now owned by Staffordshire Care Limited. It provides Residential and Residential EMI care. Whilst the home is registered for 43 residents there are currently 24 people living in the home.

## 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

From outside there didn't appear to be many changes from the previous visit made by Healthwatch Warrington in November 2015 under the old management. The old signage is at the entrance on the road but this is due to be rectified in the near future and the car park surface still needs attention. There is ample parking. The new uncompleted building has been tidied up and looks less like a building site.

By the front door (which was open) there were tubs and hanging baskets. The entrance lobby has been redecorated to a high standard giving a lovely welcoming feeling despite the necessary security measures that need to be in place for the residents in the home. On the previous visit there had been many notices/posters in this area which have now been removed.

#### Access

There is an easy chair if someone needed to sit down, a portable ramp in case people arrive in a wheelchair as well as a signing in/out book and comments/feedback book that was very favourable. There are two bells, however, a sign telling visitors which to press would be helpful.

The visiting team member who rang the bell could hear that it was audible to staff members and easily heard on the ground floor of the home. The visiting team were warmly welcomed by Zoe, one of the senior carers who checked the team had signed in.

### **Staffing & Leadership**

The manager appeared very dynamic and positive, and committed to ensuring Thelwall Grange fulfils its potential. Carol is pleased the old and new staff have gelled, many staff from her old place of work choosing to follow her to her new post gives testament to her leadership.

The home can accommodate 43 residents and currently has 24 beds occupied, double the number they had when they took over in April. Both the existing and new staff said they enjoyed working under the new manager and that job satisfaction was much higher for those who had worked under the old management.

Comments from staff included how much better it was now and more homely after the transformation. They liked the fact that residents were given choices and it was so good to work with the Manager. All looked visibly happier.

Carol has instigated staff meetings and reinstated staff supervision and is open to suggestions that arise from these.

Staff roles included senior carers, carers, activity coordinator, cleaning staff, laundry staff and catering staff. The recruitment of specific laundry staff has ensured the loss of residents clothing is kept to an absolute minimum.

The team visited on the same day as a member of the Local Authority contract monitoring team yet the manager took this all in hand and was very patient and relaxed with the visiting team. They were also confident in the ability of a member of their staff team to represent them and the staff member did demonstrate that they were very well informed about the management and processes throughout the home.

### **Activities & Leisure**

There is a new activities board, which appeared to be dynamic, as activities are interchangeable and allows coordinators to be responsive to current events should they wish to change things temporarily. Activities are also shown in pictorial form. There are lots of memorabilia in seating areas and nostalgia, local pictures and fun

things like ladies hats on display. Some residents had been out on visits to the local hotel in Lymm recently.

Activities were observed in the day room on the day of our visit, residents and staff seemed to be interacting well together, lots of smiles. The conservatory has been refurbished and was very pleasant to sit in, with a nice outlook. One couple had their wedding anniversary celebration at the home recently.

The main lounge area was much more pleasant and the aroma was that of a clean family home. The television was on at one end of the room, the volume was not high, which meant that people could sit comfortably in other areas of the main lounge without having to be aware of the television playing. Residents were engaged in a number of different activities including a quiz, a board game and general conversation. Refreshments were available throughout the day in a small fridge which included chocolate and cool drinks. Water is now available throughout the day in a water dispenser although this was empty as a result of its popularity since being installed late on the previous week!

One resident spoken to said she had not been there long and would like to be with her own family if she could, but was happy there and had been sitting in the conservatory earlier and proceeded to go into detail about her past life.

When asked, the activity coordinator indicated that the job had become much more positive and enjoyable as his role is now taken seriously, given a budget and seen as a priority. A cupboard full of board games and activities was evident and clearly used on a regular basis. All residents who were in the main lounge area seem to be fully engaged in these activities. Other activities that were undertaken included invites to local singers to come and perform for residents, trips out to local activities and future plans included encouraging connection with local churches and providing worship opportunities. Carol is also hoping to make these links as this is currently lacking.

Activities are available seven days a week until 7pm.

In one corner of the lounge there were cleaning materials and a hamper holding brushes and cloths. The visiting team were informed that one resident had been employed as a cleaner and these were reminiscence aids. Cleaning staff cleaned regularly but the resident was encouraged to keep moving around undertaking light activities as it was something that made them feel useful and at ease.

The staff member showed the team the conservatory which is a very pleasant area for sitting and looking out onto the much improved patio and gardens. The garden is now fully secured with fencing so that residents can make the most of the very pleasant grounds. Downstairs rooms can also give access to gardens with patio doors opening out if the resident so wished. There were book shelves and reading material evident in many rooms and corridors. A radio played quietly in the conservatory area which was not too loud and added to the informal, friendly feel of the space which was very light and airy with a variety of chairs to assist with different seating requirements. Items displayed were an old typewriter, an old sewing machine, a seated telephone table and numerous puzzles. The patio outside contained plenty of tables and chairs.

Future uses of the outdoor space will also include a static caravan and a men's' workshop space. Gardening activities will also include residents, to add to the activity programme.

A second lounge named Arley has been refurbished to a high standard including swagged curtains, chandeliers, sideboard, china cabinet and two tables, one showing menus with pictures. There are plans to open the ceiling of this room and restore the beautiful coving.

A hairdresser visits the home regularly and they are hoping to have a bigger salon area upstairs in future as well as a cinema room and social area including a bar when the current refurbishment is completed which she estimated would be 6 months.

Newspapers are delivered daily as per a resident's wishes.



## Administration

At the entrance there was a “Who is Who Board” identifying staff and their roles. The colour of the uniform worn indicated their role.

It was clear from the newly decorated corridors that a great deal of work is being undertaken to make the communal areas much more light and airy. Very bright chandeliers were placed throughout the home and attractive and fresh wood/laminate flooring was also running throughout the communal areas, giving a consistent flow which is clearly important for people with dementia. The team were shown a number of bedrooms whose doors had been left open by the residents, shown to us from the door to demonstrate how all bedrooms have received redecoration, new carpeting, furnishing and personalised wall decoration, photographs and ornaments etc.

Bedroom doors were painted different colours. This aids residents in finding their rooms and indicates to all staff how much assistance would be required if the home needed to be evacuated. The name and photo of each resident was next to the door of their room.

The atmosphere was much improved and was very welcoming with clear signage - each corridor given a theme and related imagery and general decoration. For example in the main area leading to the conservatory was there was a musical theme with album covers, musical notes, posters and artefacts relating to music of the 50s and 60s. The corridor was named Strawberry Fields and had a guitar mounted on the wall with 45 RPMs. Murals on the walls periodically included Coronation Street, Emmerdale Farm and Fawlty Towers. It was clear that wherever possible imagery such as stencils and displays were mounted to give a sense of the unique space and to promote conversation around memories and well-known images.

A wooden staircase leads upstairs with a chairlift. There are also 2 lifts. Corridors have signs such as Daffodil Close, Orchid Court and walls contain famous people from around Warrington, a beautiful poem and the previous history of the home.

## Cleanliness

Antimicrobial hand-rub dispensers are sited around the home and staff were observed using them as they passed.

All dirty, smelly carpets in refurbished areas have been removed.

All the bathrooms and toilets appeared spotless with decorations and blinds as appropriate. A clear effort has been made to make them “less institutional”. Two bathrooms downstairs had been named King and Queen. The team were shown different newly refurbished rooms including bathrooms now fully equipped with hoists and assisted chairs to enable every resident to have a bath at least once a day. People were also given the choice of a shower if they preferred.

All residents seemed very clean and well cared for with clean and smart clothes and there was no sense of odour coming from anyone or anywhere that was anything other than pleasant.

The staff toilet is in the sluice room and though clean would benefit from smartening up a bit - showing staff they are valued.

## Food and Refreshments

There are small glass fronted fridges in both lounges for drinks and snacks. Residents can have what they want when they want it.

There is a hatch at the kitchen which allows staff and residents to speak to kitchen staff without having to enter the kitchen (secured when kitchen is closed for safety reasons) and obtain drinks and snacks if required.

Menus clearly presented in both words and pictures on tables, and the menu on the sideboard showed a rolling menu. Residents are encouraged to sit at the table to eat rather than off a tray.

## Smoking

There are no current residents who smoke.

## Privacy & Dignity

The strong odour present on the team's previous visit was completely absent in the newly refurbished areas.

The new manager has introduced all new documentation since taking over. New designated laundry staff has helped to reduce clothes going missing.

Residents' rooms are being re-decorated, they are bright and welcoming and residents are encouraged to bring in their own small items of furniture and so on should they wish.

All communal areas have lovely soft furnishings, lamps etc. and a modern but homely feel. Most of the chairs are new but are of a rather uniform nature and might not suit everyone if they are not average height or build.

Residents were given the choice of having their doors left open or closed and many of those that were staying in their room seem to choose to leave the doors open, communicating freely and happily with staff. Staff are very respectful of the privacy and dignity of residents and always knocked on doors and asked permission of the residents before allowing us to look at the decoration and interior design of the rooms.

All the changes that have taken place were clearly identified by staff members and the rationale for choice of themes and decor were explained. It was particularly pleasing to see images of the local area including large photographs and wall murals of significant Warrington landmarks to connect with people's memories.

The home is an EMI residential home and virtually everything within the home was geared to people with memory loss and managing those with dementia. As the nursing places have now been removed the needs of residents are much more compatible and manageable.

## Safety & Security

Some residents have DoLs in place.

The front door is secure, other external doors off communal areas are alarmed. The garden has been made secure so residents are able to go outside. Pressure pads have been placed under the carpets in the bedrooms so staff are alerted when a resident gets out of bed. These can be unplugged if someone requests this.

A modern, new call system is now in place which also monitors how long a resident has been waiting for a response. Stairs are gated and doors giving access to different areas of the home are opened via a keypad. Evacuation equipment was clearly visible on the stairs.

Most doors on the corridors are now left open giving a more spacious feel. However, should there be a fire, these will automatically shut. Colour coding on the residents doors depicts how they can evacuate the building in case of fire.

Signage displayed over baths said, 'water not exceeding 43 degrees.' Radiators now had covers on.

Some items which might be used to injure residents were attached to shelving to prevent this happening.eg old sewing machine.

### **Staff Training**

Care staff who do not have level 2 care training are being supported and mentored by staff who have reached this grade and Carol reports mandatory training is up to date. She stated that all staff are being retrained and are working towards Care Certificate 15 standards.

Staff spoken to say that although there had recently been a lot of training it had made a better service for residents and gave increased job satisfaction for themselves.

### **Summary**

It was really good to see all the positive changes that Carol and the new owners have implemented at Thelwall Grange Care Home which will clearly improve its reputation.

The team were impressed at how much has been achieved in such a short time considering that Carol mentioned literally everything had to be renewed including bedding. With the home being under the new management it bodes well for the future.

There are obviously still things outstanding but there is a high level of awareness around what needs to be done, not just to make residents safe but to enrich their lives whilst living in the home, as well as being an encouragement for relatives and other visitors to come to.

## Recommendations

- 1.** *The ceiling in the lobby needs maintaining to the standard of the rest of the area*
- 2.** *To continue with the refurbishment and improvements across the building*
- 3.** *To have the opportunity to share best practice (there were many examples) and to demonstrate how much can be done in a short time with imagination, motivation and desire to provide excellent quality of care.*

### 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 Provider*

