

## Enter and View Report: Westy Hall



Date of visit: 2<sup>nd</sup> May 2019

Report published: 30<sup>th</sup> May 2019

# List of Contents

## Background

- What is Healthwatch Warrington?
- What is Enter and View?
- Disclaimer
- Acknowledgements
- Purpose of the visit

Pages 3 - 4

Page 3

Page 3

Page 3

Page 4

Page 4

## Details of the Visit

- Details of the service
- Location
- Date/Time
- Panel Members
- Provider Service Staff

Pages 4 - 5

Page 4

Page 5

Page 5

Page 5

Page 5

## Results of the Visit

- Spotlight - Activities Programme & Person-Centred Approach
- First Impressions
- Entrance and Reception Area
- Activities and Leisure
- Food and Refreshments
- Cleanliness, Environment Infection Control
- Administration
- Admission
- Staffing and Staff Training
- Privacy, Dignity and Treating People as Individuals
- Safety and Security
- Other Comments

Pages 6-16

Page 6

Pages 6-7

Page 7

Pages 7-8

Pages 8-10

Pages 10-11

Page 11

Page 12

Pages 12-13

Page 13-14

Page 14

Page

## Recommendations

- Distribution List
- Appendices

Page

Page

Page

# 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.

## 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 E&V 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 Adrienne Roberts as the visit lead and some of the text has been formatted to allow for easy reading. The essential facts of the team's reports have not been altered.

## Acknowledgements

Healthwatch Warrington would like to thank everyone at Westy Hall Residential Care Home for their welcome, and in particular, Katya Lyon (Registered Manager) who made time to share information with the team and answer questions.

## Purpose of the visit

Westy Hall is a purpose-built residential care home that has been in operation for 51 years. In June 2018 the home was inspected by the Care Quality Commission (CQC) and the report was published on 2<sup>nd</sup> August 2018. The overall rating for the service was 'Requires Improvement'. This was a deterioration in the previous rating of 'Good' which followed the inspection in July 2016. Healthwatch Warrington decided to visit the home to find out if improvements had been made.

Healthwatch Warrington also wanted to visit Westy Hall to speak to residents, relatives and care staff about the service, and to view the facilities in the home.

# Details of the Visit

## Details of the Service

Westy Hall is owned by Minster Care Group who took over as service provider from CLS Care Services approximately two years ago. The building is a two-storey purpose-built home that accommodates up to 39 residents. Ten of the places provide accommodation and care for people living with dementia and this is housed in a separate unit called The Hollies.

Westy Hall is located in a residential area of Latchford and is approximately two miles from Warrington town centre.

## **Location, Date and Time**

Westy Hall Residential Care Home

Marsden Avenue

Latchford

Warrington

Cheshire

WA4 1UB

2<sup>nd</sup> May 2019 from 10.00am to 12.30pm

## **Panel Members**

Adrienne Roberts - Healthwatch Warrington, Enter and View Visit Lead

Jim Sinnott - Healthwatch Warrington, Enter and View Authorised Representative

## **Provider Service Staff**

Katya Lyon, Registered Manager

## Spotlight on Values - accountability, involvement and choice

The website describes the following -

*'Minster Care Group is an experienced provider of care. Our mission is to provide a Home that feels like a Home. We offer a comfortable and homely environment where Service Users can enjoy a good quality of life and be supported to make their own choices. We will provide a safe, friendly environment where the care is person centred and we celebrate the diversity of our Service Users. We aim to provide care for the whole person and maximise their potential, physically, emotionally and spiritually.'*

*'Our property team continually reviews and upgrades our homes to ensure the accommodation is maintained to a high standard and is appropriate for the needs of service users.'*

*'When a service user is admitted to one of our homes, we work with the service user and their relatives, friends or representatives to draw up a person centered care plan. We work as a team to ensure that the plan is based on the needs of the individual and that it is regularly reviewed by all parties.'*

## Results of the Visit

### First Impressions

The care home is a two-story building situated in a residential housing estate in Latchford. The building was purpose built approximately 50 years ago and the home has recently had a party to celebrate the anniversary.

Westy Hall is close to a bus route and is easy to get to. It is well sign-posted from the road and the review time found it easy to locate.

There are two entrances to the building; one at the front and one at the rear, adjacent to the car park. Both entrances are used by visitors and this usually depends on if they have travelled by car or on foot and/or public transport.

There is good wheelchair access to the building and there are large, well maintained lawns to the front of the building, which are litter free. Externally the building and grounds are tidy.

### **Entrance and Reception Area**

The visitors were asked to sign the register on entering and leaving the building. The entrance was clearly signposted, and the door is locked for the safety and security of the residents. There is a small reception area at the rear entrance and the review team was greeted by a member of staff on arrival and taken to meet Katya Lyon, the Registered Manager.

The reception area has notice boards mounted on the walls, with information, photographs of the residents doing activities, and thank you cards. The Healthwatch Warrington poster advertising the visit was also on display. There is no 'who is who' Board on display and this would assist residents and visitors to identify staff by name and their job role.

Immediately on entering the building, it was evident that the staff were friendly and responsive. Two residents were sat on a sofa close to the door and they appeared happy and welcomed the visiting team.

### **Activities and Leisure**

The visiting team was introduced to Katya Lyon, Registered Manager, who has been the Registered Manager at Westy Hall for nine years. Katya spent time with the visiting team and discussed the residents care provision, activities, staffing and

staff training. She also arranged for members of staff to show the visiting team around the home.

At the time of the visit there was no Activity Co-ordinator due to the current member of staff being on maternity leave since December 2018. Katya explained that she was due to interview for an Activity Co-ordinator at 11.00am that morning and had been attempting to recruit a replacement for some time; however, to date she has not been successful. Before leaving Westy Hall, the review team was informed by Katya that the candidate had not turned up for the interview.

The staff organise various activities and there are visitors who come to the home to provide entertainment. On the day of the visit a movie night was due to take place, to watch 'The Greatest Showman'.

Trips out in the local community take place regularly and one of the residents goes to play dominoes at The Stag pub.

It was evident to the review team that there are lots of materials for leisure and activities and these included: books, jigsaws, boardgames, dominoes and a residents' computer, which was in use at the time of the visit.

Westy Hall has a fully equipped hairdressing salon situated on the first floor and the hairdresser visits twice weekly.

### **Food and Refreshments**

The home has recently recruited to permanent cooks. Food is prepared in the kitchen at Westy Hall, using fresh ingredients and lots of positive feedback was received by the visiting team.

There is a pleasant and spacious dining room on the ground floor. A menu board prominently displayed the meals available for the day, and every day the staff ask each resident what their meal preference is. If the residents want an alternative, this is made available to them.



On the day of the visit the menu was as follows:

Lunch -

Bacon and eggs or Soup and sandwiches

Bread and butter pudding

Evening meal -

Lancashire hotpot

Manchester tart

One resident stated that “the food is great, and drinks are available at any time.” Another resident informed the visiting team that she had been living at Westy Hall for a few months. She stated that “the food is cooked properly, and I can have more if I want it. There is a choice and if I want something different, they will do it for me.” The resident also described that she occasionally gets up in the night to make a cup of tea and take it back to her room.

There is a kitchen area off the main lounge and there are facilities for the residents to make hot and cold drinks. There is also a kitchen area in the upstairs lounge, and it was evident that residents are frequently offered drinks and have the availability of supplies to make their own drinks at any time.

There is a separate, much smaller dining room on The Hollies. It was reported to the review team that relatives can join the residents for a meal if they pre-order and mealtimes are sometimes slightly staggered to accommodate them. This was considered to be good practice by the review team, and they welcome the involvement of family members.

As appropriate, a full Speech and Language Therapy (SaLT)/ dysphagia assessment and support is provided for any resident and their special dietary needs are catered for. Drinks and snacks are available throughout the day.

A member of the review team spoke to an 82-year-old gentleman, who said he’d been at the home a few weeks whilst his son was doing work on his house to better

accommodate his needs and was also redecorating for him. He stated that “Katya and all the staff are brilliant, the food’s brilliant - lovely”. The gentleman has enjoyed his stay at Westy Hall and continues to be very independent; driving his own car, and his son, two daughters and his grandson all live locally, and help him.

The home operates a ‘Marvellous Mealtimes’ initiative which aims to make meals as pleasant and positive an occasion as possible. The home offers a varied and wholesome diet and caters for any special dietary requirements.

### **Cleanliness, Environment and Infection Control**

Westy Hall is very clean and tidy throughout. There are no unpleasant odours and the internal environment is homely and pleasant. The last CQC inspection report identified that environmental improvements were required and recommended some refurbishment and maintenance was required. Since the inspection some carpets and windows have been replaced.

The visiting team was given the opportunity to look at toilets and bathrooms throughout the home. All were very clean, uncluttered and spacious. The bathrooms and shower room contained adaptations, hoists, grabrails etc and equipment was demonstrated to be in full working order. The shower room had a ‘modesty curtain’.

None of the bedrooms have toilets; however, there are sufficient numbers of toilets for the residents, located on both floors.

The Hollies is a separate unit for residents with dementia and can only be accessed via a door that is kept locked. On entering the unit, the visiting team was introduced to Helen, Team Leader. Helen offered to show the visiting team around the unit, and she spent time answering questions and outlined the provision of care in the care home, and treatment and support available to the residents from outside agencies.

Helen has worked at Westy Hall for 26 years and is very enthusiastic and knowledgeable about dementia care. There is lots of evidence of effective working relationships with primary and secondary health services and Helen was able to explain this in detail. The review team was pleased to learn that the residents are registered with the same General Practitioner at Latchford Medical Centre, who visits routinely every Monday, and as required. The pharmacy service visits every Friday, and prescriptions and medication supplies are checked. This ensures that residents never run out of medication.

Recently the Care Home Liaison Nurse from the Later Life and Memory Service (LLAMs) has resumed regular visits, which was something that previously become infrequent. Helen feels confident that she can now contact a named person if she requires any advice or support for any of the residents. She reported that the improved multi-agency working has reduced the number of hospital admissions.

Helen described a recent frustration in trying to re-refer a resident to the LLAMs service. Before being given an appointment, a urine sample was required from the resident; however, for a couple of reasons it had not been possible to obtain one. As a result, the resident had been waiting for several weeks.

There are pleasant outdoor spaces for the residents to use, with a gazebo, lots of plants and garden ornaments. The Hollies has its own outside space, which is well-tended, safe and secure for the residents.

### **Administration**

The home appeared well organised. Staff members, although busy, were helpful and friendly and were more than happy to speak with the visiting team.

The Deputy Manager, Elaine, handles much of the general administration. The Manager's office, even though compact, has two PC terminals and the IT systems in place satisfy Westy Hall's record keeping and general administration requirements.

## Admission

Westy Hall offers day care and short-term respite care, in addition to long-term residential care. The home carries out its own suitability assessment for each potential resident prior to admission. Discharge/moving on procedures are in place when they may ultimately be required.

The visiting team was informed that the home is considering opening The Hollies and making it home as a whole more accessible for the residents. There are advantages and disadvantages to doing this and no decision has been reached. It is recommended that all residents and their families are included in the decision-making process.

## Staffing and Staff Training

Westy Hall provides residential care and there is no nursing provision. Staff training is both e-learning and face to face, and comprises of mandatory advanced dementia care training for all staff and some end of life care, Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS), manual handling, first aid and fire.

Katya stated that she had recently got most staff vacancies covered and had secured an extra 40 hours of care staff to reduce agency usage. She stated that she routinely reports upward to her Regional Manager and has regular face to face weekly meetings with her Area Manager. She is managing her target of four to six staff supervision sessions per year and has the support of a Deputy Manager, Elaine, who a member of the visiting team spoke to and she confirmed that she had been at Westy Hall for one year. She had settled in well and spoke highly of her manager and the whole team.

Westy Hall has a Maintenance Assistant looking after the home's day to day repairs and general needs. Helen, Care Team Leader seemed positive about Minster's management and said all staff training on The Hollies was up to date.

There are several staff that have worked at Westy Hall for a long time and they are very experienced. It was reported that these staff continue to be enthusiastic and share their knowledge with the junior members of staff.

The visiting team spent time with a Hannah, a new member of staff, who had only been at Westy Hall for a couple of weeks, although she had experience of working in other care homes. She stated that “the staff at Westy Hall are able to spend time with the residents and everyone is pleasant here”.

The care staff all appeared smart and wear uniforms. Everyone that came into contact with the visiting team was friendly and helpful and took the time to answer any questions.

### **Smoking**

There are designated smoking areas outside of the home that are for the use of residents and staff. At the time of the visit, there were a few residents who smoked.

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

The visiting team observed good use of first names where appropriate. The atmosphere was generally relaxed and calm, and residents were allowed freedom to move about the building by themselves. However, there seemed to be enough staff to keep a watchful eye on residents and some residents had one to one attention, in a cheerful interactive manner.

One of the dining rooms is fitted with a hearing loop to aid those with hearing difficulties. There is a small and pleasantly furnished quiet room with six large, comfortable armchairs, and a television. There were four ladies sitting in the room and they described it as a lovely room where they could sit and have a chat.

Staff informed the visiting team that Care Plans are up to date, person centred and are compiled sometimes with help and input from relatives. There is a section in

the residents' Care Plans that is titled 'This is Me', and contains information about the residents' life, interests and individual preferences.

The visiting team spoke to the daughter and son-in-law of one of the residents on The Hollies. They were very positive about Westy Hall and stated that "Dad had a bad time in Liverpool Royal. He had an infection and lost a lot of weight, but in the six weeks he's been here, he's been transformed". The visiting team met the gentleman and he looked well, was smartly dressed, smiling, and he seemed at home with his surroundings.

One resident wanted to praise one of the members of staff for her exceptional care. He described Taz, who as well as her other duties, looked after his room, and he stated that "she does a great job. I couldn't wish for better".

Another resident was asked if she would like to change anything at the home and she described all the staff as being really nice, and that she had a lovely bedroom. She said that she would give the home ten out of ten.

The home has good relationships with all the local churches and links with the local community.

### **Safety and Security**

The home appeared tidy and uncluttered, with no trip hazards and nothing blocking any fire escape routes. The corridors have grab rails that are painted in contrasting wood colour. It was reported that the home is up to date with safeguarding training.

All visitors to Westy Hall are asked to sign in and out of the visitors' book when entering and leaving the building.

## Other Comments

After speaking to Helen, Care Team Leader, it was apparent to the visiting team that Westy Hall has a very good relationship with Dr Wong at Latchford Medical Centre, who visits the home at least once weekly, and it is believed that this has a positive impact on the health of the residents.

Although Westy Hall could benefit from updating and redecoration in some areas of the home; it was clear to the visiting team that there was a happy, calm and caring atmosphere. All the members of staff on duty on the day of the visit carried out their work in a cheerful way with really good interaction and empathy with the residents. The visiting team came away with a positive feeling towards this care home.

## Recommendations

1. ***Consideration is being given to opening The Hollies to the home as a whole:*** It is recommended that as much as possible all residents and their families are included in the decision-making process.
2. ***It is recommended that a 'Who is Who' board is displayed:*** This will aid residents and visitors to identify staff by name and role.

## Distribution List

This report has been distributed to the following:

- Warrington Council
- Warrington CCG
- Care Quality Commission
- Healthwatch England
- Home Manager

## Appendices

### Appendix A

#### Response from provider

‘Thank you for the positive report and it’s nice to be rewarded in words for a job we all love doing and delivering.’

Katya Lyon, Registered Manager



