



Enter and View Report: Best Practice

Heathfield Ladies Residential Home

Visit: 14th November 2016

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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.

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, optometrists and pharmacies. E&V visits can happen if people identify a problem and equally, they can occur when services have a good reputation enabling 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's safeguarding policies identify the correct procedure 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 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 Jackie Le Fèvre 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 Heathfield for their welcome, and in particular, Louise and Paul Rowley and Glenys Young all of whom made time to share information with the team and answer questions.

Purpose of the visit

In November and December 2016, Healthwatch Warrington embarked upon a series of Good Practice Enter and Views visits. Heathfield Ladies Residential Home had been identified by the Local Authority and partners as undertaking particularly noteworthy work with residents around ‘Good Aspirations’. The purpose of the visit was to explore what that work looked and felt like from the perspective of a lay person and to see if transferrable lessons could be identified to strengthen practice in other providers in the future.

In the last few years, poor practice in health and social care settings has often been ascribed to the presence of a ‘toxic’ culture and an absence of person-centred values. Part of the Good Practice approach is to pay conscious attention to the expressed and embodied culture and values of providers.

Details of the Visit

Details of the Service

Heathfield is an independent care home run by its owners, Louise and Paul Rowley. Heathfield currently accommodates 22 residents which will rise to 24 when extension works currently underway are complete. Located on a tree-lined, well established residential street, Heathfield offers both residential care and respite, or day care for ladies only.

The home’s website is: www.heathfieldresidentialhome.co.uk

Location

Heathfield Ladies Residential Home, 20-22 Alexandra Road, Grappenhall, Warrington, WA4 2EL

Date/Time

The visit took place on Monday 14 November 2016, from 10:20am to 12:10pm.

Panel Members

Jackie Le Fèvre - Healthwatch Warrington, Enter and View Visit Lead

Jim Sinnott - Healthwatch Warrington, Enter and View Panel Member

Provider Service Staff

Louise and Paul Rowley - Proprietors

Glenys Young - Manager

Results of the Visit

Spotlight - Good Aspirations

A highly person centred approach is being taken to enable residents to 'live life'. Using 'I would if I could....' statements staff find out from residents fondly held wishes or unfulfilled ambitions, and then see what they can do to make them happen. Examples include:

- A 99 year old resident wanted to go swimming again; and when approached the local health club was happy to heat their pool an extra few degrees to enable this;
- Another lady who loves cats was able to visit the local pet rescue service;
- A resident attending a wedding in the Cotswolds posed no problem at all;
- Spending the afternoon at a tea dance brought back happy times for one resident; and
- For another resident, visiting London is not currently possible - so staff obtained a guide book and took her on a virtual tour using interactive IT

To tease out these sorts of insights takes time and the establishment of trust. Therefore, every resident has a named key worker. Building on 'if I would I could', staff encourage residents to consider 'why not have a go?' - providing suggestions of different things to try from Garden Centre afternoon tea to line dancing. Families can stay in touch informally through the home's dedicated Facebook page.

First Impressions

Upon approach, there is a clear Heathfield sign, well displayed from road. There is a bus stop less than 5 minutes at the end of the road, for ease of access. Though parking is very limited, there are no restrictions on the narrow road. The home is a traditional red brick Victorian building accessed via a new porch, covering wide entrance steps. Surfacing includes corrugated paving approaches (top and bottom) signalling the imminent steps to visually impaired residents and visitors. There is a nice rest-bench seat at the top of the steps, by the entrance door.

The owners have gone to a lot of effort to ensure that the new steps/lift arrangement is entirely in character with original building; achieved through the use of matching bricks, an era appropriate brass handrail and solid wood supports for the roof.

There is a user friendly access lift with clear, illuminated and accessible push buttons. The porch was very brightly light at time of visit (with clear weather), and plenty of electric down lighting is visible. The home's "Investors in People" award is well displayed on a plaque at the front door. Work is currently in progress on a further two bedroom extension, as a full skip in the drive shows.

The entrance hall presents a warm, inviting and homely atmosphere. Some hall chairs are available for waiting visitors and residents who enjoy the view from the hall window. The entrance hall was very clean and tidy with an absence of any unpleasant smells. A hand sanitiser dispenser is visible and fully stocked. Various brochures and pamphlets were displayed, including Healthwatch Warrington feedback cards. The home's comments and complaints process is on display as was the recent CQC inspection result.

The team were welcomed into the building by a smiling Care Assistant in a clean, smart uniform who was quickly joined by Glenys, the Manager. The Manager showed us through to the dining room for an introduction to the owners Louise and Paul.

The home provides a lovely dining room, which had a real homely ambience. The tables provided are suitable for seating different numbers of diners; with clean tablecloths and napkins which coordinated with the wider colour scheme of the room. Adjoining the dining room is an airy sunroom area, with full height glazed patio doors opening onto to a decked terrace and view of the garden. The whole area was clean and uncluttered, whilst still feeling furnished.

Activities / Leisure

Multiple activities for residents take place within the dining room and/or sun room including regular art classes, cake decoration, baking, flower arranging, bingo, line dancing and bean bag throwing. A piano provided is often played by the chef and two residents with many led sing songs and a well-planned weekly (and resident agreed) entertainments schedule. Activities are offered both morning and afternoon. Hairdressing services are available every Tuesday and there is an opportunity to take part in worship when the local vicar visits.

In the dining room there is an IT corner, with an interactive touch screen which displays a fish tank screen saver when at rest (the fish will follow your finger if you trace it over the surface). The computer also runs Dundee University' "Portrait" software for developing and capturing residents' "life stories": this began as a reminiscence activity, but has grown into a resource that residents and staff can share with visiting families and friends; e.g. Google Maps is used to revisit houses where people once lived and places where they once studied or worked. All IT activities are coordinated by an IT lead carer. A creative and colourful super-size wendy house façade with a pair of children's chairs, produced by their art coordinator, is evidently well played with and enjoyed by visiting families. A small library was housed in a corner of the dining room and is supported by Grappenhall Library.

Heathfield has its own Facebook page through which it shares photographs, e.g. the visit by a Barn Owl to the sun room (with a responsible person), short YouTube videos and news of outings and activities with the families and friends of residents. Upon reading the comments from family members on some of the items, it is clear that people still feel connected with the everyday lives of their loved ones.

Food / Refreshments

Whilst there are formal mealtimes offered in the dining room, residents are free to choose to eat outside of those times and/or take their meals elsewhere, if they prefer. Food is freshly prepared on site by a very experienced and capable chef; a choice of three main courses are offered on the menu. At one time, menu choices were circulated the previous day for residents to pre order, however, as sometimes people decided on the day they would prefer something else, or may have forgotten what they ordered, it was decided that a more responsive system was needed.

The visiting team had a brief look at the kitchen which was clean and tidy and smelled appetisingly of freshly cooked vegetables. Not only does the chef play the piano and sing as well as cook for residents, he also (supported by other members of the team) stages 'Restaurant Nights' when the dining room extends into the sun room and residents are able to invite family and friends to share a meal with them in their own home.

Staffing / Staff training

Heathfield has been in the private ownership of Louise and Paul Rowley for 10 years and Glenys Young has been Manager for 7 and a half years. The building had pre-existed as a care home. The owners and Manager fed back that though staff turnover is very low, when there are open positions to fill it is can be difficult to recruit suitable staff. Even when considering applicants with no previous caring - work experience: Heathfield places significant weight on recruiting staff who share their passion for older people. The Investors in People inspector remarked that Heathfield could have submitted for a higher level of award than they were appraised against, given that there was so much good practice taking place in

relation to staff development and management; e.g. the recognition scheme based on values aligned actions not work output alone.

Staff are easily recognisable wearing clean, smart uniforms with their names embroidered in a contrasting colour (as name badges would feel more clinical).

Furniture and décor

Heathfield makes specific mention of dementia care on its website and describes the home as ‘gracious and elegant’. On our visit, we found the approach taken to furnishing and decorating the communal spaces to reflect both of those elements, for example:

- Use of extra-large wall clocks in a highly polished, traditional pocket watch design - they are both reminiscent in look and easy to read, with clear bold faces;
- Many lovely pictures, including the colourful resident’s art works on display;
- A large wooden board with a period feel displaying; the date, menus (in words and pictures), weather for the week ahead and notices about visitors and activities - a modern felt or dry wipe board would have been out of place; and
- Genuinely thoughtful touches to make the whole building a home from home, even down to the decorative (but entirely functional) radiator grills.

Two lounges each contained comfortable chairs of differing heights with large screen televisions. Both the bathroom and toilet on the ground floor were easily identifiable by a sign bearing both writing and an image. Rather than a photograph which might have felt clinical (and jarred with the atmosphere) the picture was a slightly cartoon-like line drawing.

There is a nice view from sunroom onto the front garden, with lots of attractive thick green foliage. Trees and bushes have also recently been wired up with a colour changing lighting system, to provide extra interest at night. An illuminated water feature is also planned.

Privacy and Dignity

It was clear that staff had a very positive but relaxed, unforced interaction with all residents and good use of first names. Louise reassured one slightly confused lady by placing her hands on either shoulder and speaking very directly into her ear to tell her something which the lady acknowledged calmly. Interactions exuded care, sensitivity and empathy which shone through even from our short visit.

All the residents we spoke to in the sunroom were relaxed and most communicative when the team chatted to them, even for the short while we were in their company. One lady asked us why the team were visiting and when the explanation about Healthwatch was given she smiled and said 'they are very good here, so you have to tell people that'. Corridors leading from the communal areas were accessed through doors, providing privacy to interaction taking place away from the open rooms.

Other comments

Inspiration for entering into the field of social care for Louise and Paul came from direct personal experience of looking at residential settings: 'we know what it is to leave a parent in a care home'. Paul and Louise speak passionately about the importance of 'peace of mind' for residents and their families and they endeavour to bring it about. The purpose statement for Heathfield (which Paul provided to us on request) sets out an ambitious intention:

'to enrich the lives of our residents, many of whom are living with dementia, through the provision of personal, dignified high quality support for the whole person'.

This feeling of 'enrichment' comes through in everything the team experienced in the visit and there is a noticeable energy when people describe the measures that Heathfield, as a whole, will go to. Before we left, Paul showed the team a beautiful, multi-tiered chandelier that hangs from the third floor ceiling in a stair well - one of a matching pair which he personally sourced.

This attention to reinforcing and strengthening the sense of a ‘gracious and elegant’ place that is the building is all part of making it a lovely home. Glenys told us that the best thing about coming to work at Heathfield was seeing the residents smile and that she and her team appreciate that they come to work in the home of the residents and that needs to be respected.

Recommendations

1. Consider making the statement of purpose and values visible on the website and/or Facebook page - it is a powerful expression of the approach taken at Heathfield to developing and delivering its services.
2. Follow up on the recommendation of the Investors in People inspector to go for a higher level of accreditation next time around, as the staff development and management practices warrant additional recognition.

Distribution List

This report has been distributed to the following:

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

Appendices

Appendix A

Response from provider

We are pleased that you enjoyed your visit and experienced the quality we provide for our residents. In terms of your draft I would comment as follows:

Pg 6 First Impressions - you comment that parking is limited. Indeed it was whilst construction works were in progress. Now that this has finished parking is plentiful.

Regards

Paul Rowley

Co-owner

