



# Healthwatch Wirral

Familiarisation visit to Trepassey Residential Home,  
26 Hillside Road, Heswall, Wirral CH60 0BW

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9/23/21



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## Site Introduction



Originally an Edwardian villa, Trepassey has recently (August 2019) been extended and sensitively refurbished to a very high standard, thanks to a legacy. The Home is located in a residential area of Heswall on the Wirral and enjoys sweeping views of the Welsh hills across the Dee Estuary. Trepassey is a very special place, with all the modern amenities of a well-run and well-staffed residential Home. (Sourced from their website)

## Foundations of Quality

‘Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved, and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.’

Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System





## Acknowledgments

Rachel Tucker (Manager) & all the staff and residents at Trepassey Care Home.

## What is Enter & View

Healthwatch has statutory powers and duties to carry out Enter and View visits to any site where Regulated care is given. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and can make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who use, or provide, the service firsthand.

Healthwatch can also be invited in by Providers to seek a 'fresh pair of eyes' on their service and gain some external assurances that they are on the right track prior to their CQC inspections.

## Methodology

Purpose of visit - Familiarisation

This visit is not designed to be an inspection, audit, or investigation rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff and service users and carers /relatives. The Familiarisation visits are a snapshot view of the service and findings are reported based at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If during a visit, Healthwatch Wirral identifies any serious concerns these will be referred to the appropriate regulator. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.

## Findings and Observations

Trepassey is a nursing Home with a capacity for 32 residents with one respite bed over 3 floors, the home currently has an occupancy of 26 residents.

The home employs 47 staff (32 Carers, 10 domestic staff, 2 activity coordinators, 1 admin, 1 full time maintenance person and 1 Manager). The management have completed appraisals, supervisions & training during the last 18 months. Mandatory training includes 'moving & handling & first aid, other training is available. The home has completed the 6 steps training and utilises the tele triage service.

There have been no issues with medication. All staff, residents and relatives are made aware of the complaints procedure and an audit of any issues is reviewed weekly. Complaints are passed to the manager for investigation.

Falls are recorded on care plans and referred to the falls prevention team as required.

Residents are informed about GP registration options upon admittance.





There have been incidents of poor discharge procedures from hospital, including incorrect discharge letters, poor communication, and the provision of incorrect equipment.

At the time of writing this report, a small number of staff remain un-vaccinated against Covid 19, management are currently monitoring the situation closely. There are some current vacancies, however the Manager is confident they will soon be filled.

## The Visit

Our visit was carried out on 23rd September 2021 at 2pm.

On arrival at the home the car park was on a lower level although there was a drop-off point at the reception on the next level with 2 disabled parking bays.

The reception area was well decorated and welcoming. Covid Safety Protocols were in place and Authorised Representatives temperatures were taken as well as proof of negative lateral flow test. Vaccination records were also checked. Masks were worn throughout the visit. Hand sanitation was prompted upon arrival before admittance through a security entrance door.

The larger area was well decorated, and carpeting was clean and well maintained, throughout the building.

The ambience was welcoming, and we were greeted by a helpful and informative member of staff who accompanied our team throughout the visit. She has worked there for three years and said it was a 'great place to work' with very little turnover of daytime staff. Nights were sometimes supplemented by agency staff.

Residents were engaged in an afternoon bingo session run by the Activity Co-ordinator, and everyone appeared well-dressed and cheerful.

Tables in the dining area were laid out neatly with condiments and napkins. There was also an itinerary of daily entertainment and a discussion prompt of things that happened on this day 50 years ago.

The kitchen was very well presented and equipped to a good standard.

The laundry on the same floor was also of a good standard, well-ventilated and well maintained.

Seating was plentiful and comfortable, there is also an additional summer lounge equipped with a 'tuckshop' for visiting grandchildren to be treated. This facility also acts as a stimulus for residents purchasing confectionary.

Residents' rooms are all ensuite with showers, additional bathrooms available with bath hoists all showing latest service signed labels.

Throughout the visit we were not denied access to any areas, and the whole building was clean and well decorated.

Medicine Rooms were secure and locked cabinets were within.





All care staff were equipped with handheld devices with an 'E-plan' medical app allowing electronic data for each resident to be accessed. This enables care staff to speak to families, health professionals and other team members about a resident with instant information. The app ensures all care records are current and devices are signed-in and signed-out at each shift. All handheld devices are password protected and are left at the premises at the end of shift.

There is also a hairdresser on-site available four days a week.

Storage rooms with clean bedding were situated throughout the building all were clean and tidy.

Outside garden area was clean and tidy with no trip hazards apparent and good walkways and ample outside seating.

All members of staff that we met were pleasant and cheerful, they appeared to genuinely engage and care for all residents,

Fire drills and alarm testing is carried out every week and stair slides were on each staircase.

Fire doors were centrally controlled and were all closed throughout the visit.

We did identify a dehumidifier on the floor against a wall which could have been a trip hazard. Staff explained that the carpet had been recently cleaned from an accident and they were attempting to dry it. We did inform, the Manager that this could be a trip hazard. She advised she would have it moved immediately.

We spoke to the group of residents who were participating in the bingo session, all agreed they were enjoying the activity.

One resident was enjoying an afternoon sherry from the drinks trolley. He told us that he is as happy as he can be at the care home but did miss his independence, he understood why he was at the care home. He praised the staff and said nothing was too much trouble. His family were now able to visit.

There were no family members available to speak with at the time of our visit.

## Recommendations

- No safeguarding issues. We will visit again and would like to speak with family members if available.
- The Care Home should actively encourage the residents, their families and the staff to share their experiences on the Healthwatch Wirral Feedback Centre <https://healthwatchwirral.co.uk/feedback-centre/> . This will ensure that the Care Home receives independent and regular feedback to help improve/change their service.





## Conclusion

This appears a well-run residential care/nursing home which is set in a nice area of Wirral. The residents seemed happy, their personal care seemed well catered for and most appeared engaged with social activities on offer. Residents are encouraged, but not forced, to participate in activities and are consulted about their diet and food intake.

The leadership and staff team appear to be capable, passionate and caring. During our visit HW Wirral did not observe anything of concern, in relation to the purpose of a Familiarisation Visit. We aim to visit within the next 12 months, as is our normal practice and we will liaise with CQC to ensure visits do not clash.

## Glossary

- HW - Healthwatch Wirral
- CQC - Care Quality Commission
- GP - General Practitioner
- ECIST - Emergency Care Improvement Support Team
- NHS - National Health Service

## Distribution

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC. Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

## Comment box

No comments offered

