



## Enter & View Report

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### Care Home: Hazelwell Care Home

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Service address:

Oldfield Drive

Heswall, Wirral

CH60 6SG

Tel 0151 342 9654

Service Provider:

Heswall Care Ltd

Date :

22nd September 2016

Authorised representatives: Jo McCourt

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## Acknowledgements

Healthwatch Wirral would like to thank the management, residents, carers and staff at Hazelwell Care Home who spent time talking to us about the home.

Please note that this report relates to findings observed on the specific date and time of the visit. Our 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.

The visit also takes into consideration the fact that many of the residents spoken to may have an illness and/or disability, including dementia, which will may an impact on the information that is provided.



## **What is Enter and View?**

Part of the Healthwatch Wirral work programme is to carry out Enter and View visits. Local Healthwatch representatives 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 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 the service first hand.

### **1.0 General profile of the service that was entered and viewed.**

Hazelwell Care Home located in a quiet area in Heswall in Wirral. It offers residential and nursing care for up to 55 residents in a purpose built modern building.

### **2.0 Purpose of visit**

Familiarisation



### 3.0 Type of E&V visit undertaken

Unannounced visit ✓

Announced Visit

### 4.0 Methodology

The visit is not designed to be an inspection, audit or an 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, service users and carers/relatives. Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Wirral identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation.

The rectification of less serious issues may be directly with the service provider.

The Enter & View visits are a snapshot view of the service and findings are reported based at the time of the visit.

Enter and View visits are conducted in a way that works in accordance with Wirral Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services.



## 5.0 Discussions, findings and observations

On entering the property, the Manager was welcoming and very willing to answer our questions. We were asked to sign in before being escorted to the office on the ground floor to have a discussion about the home.

The Manager informed us that the home opened in June 2016 and can accommodate 55 residents in rooms with ensuite facilities. There are currently 10 people residing in the home, 5 are residential, 1 nursing and 4 are respite.

We were told that 2 permanent residents were due to move in the following week along with an additional 2 residents for respite care. The home intends to provide convalescent care and day care. The Manager is very keen to forge strong links with the local community by inviting them in for coffee mornings and afternoon teas.

They also intend to provide a community room for local groups and people to use.

Accommodation is provided over 3 floors and a passenger lift is available for people to move safely between floors. The home has its own gardens and a car park.

### **Health and Safety.**

Evacuation procedures for residents are practiced and discussed at residents meetings.

The building and all equipment is checked and maintained regularly by the maintenance person who is employed full time.



## Care Plans

We were told that residents care plans accurately reflect peoples need and wishes and that they are person centred. Falls and any other untoward incidents are recorded in the care plans and relatives would be informed of such. Each resident has their own key worker.

Residents are permitted to keep their own GP and we were told that the home has a good relationship with the 3 practices involved in caring for residents.

## Staff and Training

We were informed that 4 full time Registered Nurses, 2 part time Registered Nurses, 5 full time Senior Care staff, 3 full time Care Staff, 3 Hostesses, 2 Chefs, 2 Domestics, a maintenance person, 1 Activity Co-ordinator and a Client Liaison/ Administrator are currently employed at Hazelwell Care Home as well as the Manager who is a Registered Nurse. Recruitment is ongoing and 6 more staff are due to commence in October.

During the day - As well as the Manager, 1 Nurse, 1 Senior Care Assistant and 1 Carer. There is also a Chef, Hostess, Domestic/laundry person, Client Liaison, Activity Co-ordinator, Maintenance person.

At night - 1 Nurse and 1 Senior Care Assistant.

The Manager informed us that these staffing levels are adequate to provide safe care to residents.

The home uses their own staff, Bank staff or Agency staff to cover any shortages.



## **Training /Induction/ Appraisal**

We were informed that all staff have induction when they start working at the home.

Staff qualifications are Registered Nurse, NVQ2 and 3 in care, Care Practitioner, NVQ 2 and 3 in Business Administration.

Staff are required to complete mandatory training in core subjects which include Health & Safety, Moving and Handling, Basic Food Hygiene, Basic Life Support, Infection Control, Safeguarding, Mental Capacity Act, DoLS, Duty of Candour, COSHH (Control of Substances Hazardous to Health), Fire Awareness and Fire Drills and Medication Awareness.

Other training is available including Introduction to Communication, Hospitality, Dementia Awareness, Customer Service and Telephone Answering, Display Screen Equipment, Protecting Personal Information and Care Certificate Award Standard 2 - 15. The 6 Steps End of Life Training will be included in the training programme soon.

Training is delivered either face to face or e-learning and staff spend a week in the classroom for Induction and basic training.

Staff receive an annual appraisal and supervisions every 8 weeks.

Hazelwell Care Home is committed to providing continual staff development to people employed by them and takes advantage of any free training available locally.

## **Medication**

The home has a Controlled Drugs Policy.

Locked medicine cabinets are sited in the resident's rooms and qualified staff administer medication using the Electronic Medication System. The Pharmacy provider is Lloyds Chemist.



## **Complaints**

The home has a complaints procedure and staff, residents and their relatives are aware of this. The Manager has an open door policy to enable staff, residents and relatives to discuss any issues. We were told that the home has not received any complaints to date and any issues in the future would be dealt with quickly.

## **Committees**

Hazelwell Care Home holds monthly resident meetings and quarterly resident/relative meetings.

## **Nutrition and Hydration**

The home holds weekly nutrition meetings.

Dietary intake is monitored using the **MUST** tool (Malnutrition Universal Scoring Tool) Residents are weighed when they come to the home and their weight is regularly monitored and recorded. When applicable, dietary supplements are provided. All staff are aware of the need for adequate hydration and nutrition for residents and drinks are offered on a regular basis. Care staff and Hostesses are on hand to assist residents with their dietary needs as the home chooses a person centred approach to caring. Residents are given a good choice of food and the Chefs, staff and Hostesses know individual preferences. Cooked breakfasts can be ordered, a salad bar and lighter meal is available during the day and a two or three course menu is available in the evening followed by supper if required.

Residents are encouraged to use the restaurant to eat their meals but the hostess will serve them in their own room if they wish.



### **Pressure Ulcers**

The home manages the prevention of pressure ulcers by providing ongoing training to staff, using repositioning and specialist equipment and by providing a nutritious diet.

### **Falls**

The home manages falls by conducting falls risk assessments, Medication reviews by using falls sensors in all bedrooms. All incidents are recorded on the Accident/ Incident forms on the electronic care file system.

### **DoLS and DNAR**

The Manager told Healthwatch Authorised Representatives that all residents are assessed before admission and the home follows legal requirements and best practice guidelines. Residents are reviewed annually and Best Interest meetings would be held if required.

### **Quality**

The home monitors the quality of the service they provide by conducting audits and an annual survey and by holding regular residents meetings and planned relatives meetings.

### **Activities**

The home employs a dedicated activities co-ordinator 35 hours per week. A wide range of activities are on offer as well as 1 to 1 engagement. The home has its own minibuss and chauffeur driven Mercedes for shopping trips and other social outings.

Residents are also encouraged to pursue their own hobbies if they wish to do so and activities may be geared around the individual.



Extra services offered include hairdressing (Hazelwell Care Home has its own Beauty Salon) Chiropody, the use of the gymnasium and Chauffeur driven car. All extra services are fully inclusive for residents.

After the discussion with the Manager, Healthwatch representatives were invited to look around the facilities.

### **Environment**

On approaching the building there were two ways to access the main entrance. One involved walking down several steps and the other access was down a sloped walkway with a handrail on one side. The Entrance area was not clearly signed for visitors who may not be familiar with the layout of the building. The gardens to the front of the building were very well tended and maintained.

The reception area was clean, bright, tidy and fresh and the décor was of a very high standard. The homes statutory notices were displayed in this area. A hand sanitizer was positioned on the wall to enable visitors to comply with infection control procedures before entering the home.

### **Corridors**

The corridors were bright, clean, tidy and fresh and were free from obstruction. The décor was of a high standard and all areas were lit with sensor lighting. Handrails were provided to aid the residents. Healthwatch Authorised Representatives observed that staff were readily available to help residents having difficulty when walking, using walking aids or wheelchairs in this area. Health and Safety equipment checks appeared to have been completed on fire extinguishers and any equipment viewed. There was a nurse's station sited on the main corridor of each floor along with a treatment room adjacent to the station.



### **Lift**

The lift was of a good size to accommodate walking frames and wheelchairs. It was well lit, clean and fresh.

### **Piano Bar and Restaurant**

This area on the ground floor was very spacious, modern, clean, bright and airy. In the entrance to the room there was a menu displayed on a stand.

The small tables were nicely set with crockery, glassware, flowers and cutlery. The tables were spaced to allow plenty of room to enable residents to move around safely.

There was a bar area and a grand piano. The room had an open aspect with floor to ceiling windows out onto a paved patio and garden area to the rear of the building.

In summer residents can choose to dine alfresco on the terrace.

### **Living Areas**

All rooms viewed were furnished and decorated to a very high standard and were comfortable and homely. There was a Celebration Room available for residents and their families to use for special occasions.

### **Cinema Room**

The décor was very tasteful and comfortable chairs were set out to ensure that each resident could view the screen without obstruction. Every chair had a side table for the residents to put their refreshments on.

### **Library**

The room was very well appointed and stocked with reading material including daily newspapers, periodicals as well as a laptop and iPad. Wi-Fi was available throughout the building.



### **Beauty Salon and Gymnasium**

Both were situated on the top floor and were well equipped, clean and tidy. The hairdresser employed 2 days per week is currently updating her skills to include beauty therapy treatments.

### **Bathroom/wetrooms**

The rooms viewed were very spacious and appointed to a very high standard with baths, integral bath lifts and grab rails to aid residents. Call bells were positioned appropriately.

### **Bedrooms**

These varied in size from single to double to accommodate couples. Every room was decorated and furnished to a very high standard and all had ensuite facilities. Each bedroom was fitted with the Call Bell System within easy reach for residents who may require assistance.

### **Kitchen**

The home has a Food Hygiene rating of 5. The kitchen itself was very clean, tidy and organised with a good range of equipment.

### **Laundry**

The laundry room is well equipped and of good size with efficient systems in place for collecting, washing and returning residents clothes.

### **External areas and gardens**

The gardens were very well maintained and pleasant with rattan furniture for residents to relax in. There were terraces with glass verandas to the upper floors where residents could sit, relax and enjoy the views over the garden areas.



**Staff Observations:**

Staff were observed treating residents with dignity and respect.

**Feedback (from Staff, Service Users, Relatives, Visitors, Carers)**

**Staff -.**

All staff spoken to said that they enjoyed working in Hazelwell Care Home.

**Residents –**

All residents reported that they were very happy and very comfortable living at Hazellwell Care Home. One reported that it was like living in a hotel and another stated that it was like being on holiday. Others said that the staff were friendly and helpful and there were plenty of activities on offer. At the time of our visit several residents were having manicures in the room that the home uses for activities and they appeared to be enjoying the experience.

**6.0 Safeguarding observations on day of visit.**

No Safeguarding issues were identified at the time of our visit.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.



### Safeguarding Alerts reported in the last 12 months.

None

It is seen as good practice for all Health and Social Care Services to report potential Safeguarding alerts to Wirral Council's Central Advice and Duty Team.

### 7.0 Conclusions

Hazelwell Care Home appeared to be a very pleasant, well run home with a good atmosphere and high standards of care. The residents were treated with respect and consideration and all appeared to be happy to be living at the home.

The buildings and gardens were maintained to a very high standard and the internal décor and furnishings were finished to an exceptionally high standard.

Healthwatch were impressed that the home provides week long classroom based training and induction for newly recruited staff.

Staff were friendly, helpful and treated people with respect. The Manager appeared to be “hands on” and seemed to be very approachable to her staff and residents.

The Management should be commended for involving local people by inviting them to use rooms for community groups and by attending coffee mornings and events.



## 8.0 Recommendations

- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently.
- Continue forging good links with the local community.
- Position handrails on both sides of the Main Entrance ramp.
- Ensure that good signage is ordered and positioned to direct visitors to the main entrance. (Laminated signs could be used in the interim)
- Install glass manifestation on patio glass verandas. By placing markings at strategic points on the glazing would make the glass clearly visible and could prevent accidents.

## 9.0 Supplementary feedback from the provider post visit

**This report is a true and fair reflection of the Healthwatch visit carried out on 22/09/2016. I would like to thank Elaine and the representatives for their time.**



### **10.0 Healthwatch follow up action**

Revisit the home in 12 months when the home has full occupancy.

### **11.0 Distribution of report**

Healthwatch Wirral will submit the report to the Provider, Commissioner, CQC, and Family & Wellbeing Performance Committee.

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

### **12.0 Glossary**

CADT- Central Advice and Duty Team

COSHH - Control of Substances Hazardous to Health

CQC - Care Quality Commission

DoLS - Deprivation of Liberty Safeguards

DNAR - Do not attempt resuscitation

Falls Team - Advice from Community Trust

RGN - Registered General Nurse

NVQ - National Vocational Qualification

MUST - Malnutrition Universal Screening Tool

6 Steps - A programme of learning for care homes to develop awareness and knowledge of end of life care.



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