



## Enter & View Report

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### Care Home: Hilbre House

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Service address: The Chalet, St Margarets Road, Hoylake, Wirral

Service Provider: Hilbre Care Group

Date and time: 05/07/2016, 11.00am

Authorised representatives: Diane Hill

Kate Gratwick

Elaine Evans



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## Acknowledgements

Healthwatch Wirral would like to thank the staff, residents, relatives, and staff at Hilbre House who spent time talking to us.

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 will have an illness and/or disability, including dementia, which will have an impact on the information that is provided.

## What is Enter and View?

Part of the Healthwatch Wirral's 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 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.

Hilbre House Care Home is a large Victorian detached house situated in a quiet cul de sac overlooking Hoylake beach, Wirral. It is owned by the Hilbre Care Group and is close to local shops and near to local public transport. It provides residential accommodation for up to 20 people over 3 floors.

### 2.0 Purpose of visit

To verify service user feedback

Responding to a request from a services regulator or commissioner ✓

Responding to a request from the service provider

Incoming Concern/complaint

Familiarisation

Other



### 3.0 Type of E&V visit undertaken

Unannounced

### 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

Healthwatch Representatives were invited into the building by a very pleasant member of staff. We were informed that the owner was unavailable as she was offsite. We were taken to the office to have a discussion with her PA and a senior member of the care staff. It was not made clear to us whether the owner was also the manager and whether there was a deputy in her absence. A discussion took place about the policies, procedures at the home and the increased level of scrutiny and paperwork that homes have to deal with. (The home had recently been inspected by the CQC)

We were told that residents are more dependent now and have more complex needs such as Dementia or other long term conditions. Some require nursing rather than residential care. The home strives to keep the resident rather than move them to a Nursing Home should the resident and family request this. This can increase pressures for the owners and staff and there are no extra payments to fund extra care and training for staff to up skill them.

We were informed that accommodation and care is provided for up to 20 residents and at the time of our visit there were 15 residents living at the home. Hilbre House also provides respite care if they have beds available.

Staffing levels during the day are 3 Carers, 1 being a Senior Carer

At night there are 2 waking staff on duty, 1 being a Senior Carer

Cleaning, maintenance and kitchen staff are also employed along with an Activities Co-ordinator. The home would like to increase the hours for the activities post.



The home manages staff shortages by using their own staff, bank or agency.

The qualifications of staff employed are NVQ 2, 3, 5 and The Care Certificate.

Training is delivered by their own training company and staff can complete training on line.

We were told that staff are required to complete mandatory training in core subjects and, in addition, the home also offers End of Life 6 Steps and Tissue Viability training for staff. All staff have regular supervisions and an annual appraisal.

The home has a good relationship with both Heatherlands Pharmacy, who manage medication for residents, and Marine Lake Practice, who look after the clinical needs of the residents.

Medication is dispensed by senior care staff and a Biodose System is used. (This is a monitored dosage system)

Hilbre House has a Complaints Procedure which is known by staff, residents and relatives and all incidents are documented. We were told that Hilbre House has an 'open door' policy and friends and family are welcome to drop in for a discussion.

Healthwatch Authorised Representatives were informed that the home uses the Blue Cross Mark of Excellence Quality Assurance System to monitor the quality of the service provided at Hilbre House.

Towards the end of our discussion the owner and her daughter came into the office and introduced themselves. We were informed that towards the end of the year the owner will be taking a step back from running the four Care Homes in the group and that two have been



franchised out leaving her daughter to manage the remaining two homes.

### **Environment**

Healthwatch Wirral Authorised Representatives were invited to view the facilities and talk to residents, visitors and staff.

All areas of the home viewed were clean, tidy and fresh with no unpleasant smells. The décor and furnishings throughout the building were of a high standard.

### **Reception**

The reception area provided information displayed on boards for visitors and residents. The area was secure, clean and tidy. A signing in book and hand cleanser was available for staff and visitors to use.

### **Corridors**

The corridors were free from any obstructions but in some areas appeared to be a little dark. There were bookcases and comfortable seating provided for residents who may want to sit quietly and read a book.

### **Lounge**

The lounge was large and the decor and furnishing were of a high standard with comfortable leather sofas arranged informally.

### **Dining room/Conservatory**

The dining room was clean and bright with a panoramic view overlooking Hoylake beach.



The tables were set with cutlery and crockery and looked attractive.

### **Lift**

The lift was a good size and was well lit.

### **Bedrooms**

The bedrooms viewed were very well furnished and tastefully decorated. They were clean, bright and airy and it was evident that residents could personalise their rooms with their own possessions.

All had en-suite facilities and many had views over the beach and estuary.

### **Kitchen**

The home had a 5 star hygiene rating.

The kitchen was large, clean and appeared to be organised. The Chef informed Healthwatch Authorised Representatives that residents have a choice of food and that the home can accommodate any dietary requirements or preferences. He said that he knew the residents well and regularly conducted surveys about the menus. The menus included choices for diabetics.

### **Laundry**

The laundry room was neat and tidy.

### **External Gardens and Car Park**

The car park surface was level and the front gardens were attractive and well kept.



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

### Staff

“I love my job and looking after the residents”

“I enjoy my job”

“I get great job satisfaction working here”

“I am very lucky to have such a wonderful view over Hoylake beach when I am preparing meals for residents”

### Residents -

“This is my home and I feel very comfortable here”

“I am always looked after very well by staff”

“I enjoy the food, it is always tasty”

“It is good here”

“They treat me like a queen”

### Relative -

“I am very happy with my relative's care”

“My relative is looked after very well and always looks happy”

“We are always made very welcome when we visit”



## **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.**

The PA and senior member of the care staff informed Healthwatch Representatives that alerts are referred to the Central Advice and Duty Team (CADT) and the Care Quality Commission (CQC) and all incidents are documented, investigated and audited.

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

## **6.2 DoLS and DNAR**

We were informed that Hilbre House follows the legal requirements and guidelines, residents are reviewed regularly and best interest meetings are held when necessary.

The home stated that the impact that DoLS, has when running a care home, is that a lot of paperwork is required to be completed and that the process is not straightforward. There is also a long wait for patients who have been referred to be assessed.



### **6.3 Falls**

Hilbre House prevent and manage falls by assessing and monitoring residents and using external agencies such as the Falls Team for support. All falls are recorded and relatives are informed.

### **6.4 Pressure ulcers**

We were told that pressure ulcers are managed and prevented by monitoring hydration and nutrition, using body mapping, daily skin checks, and by using profile beds.

Residents may also be referred to the District Nurse Team and Tissue Viability Service.

### **7.0 Conclusions**

- The home was very well presented and the decor and furnishings were good.
- Residents looked cared for and appeared to be happy.
- Staff appeared to know the residents well and treated them with dignity and respect
- Care was well balanced from a health perspective.



## 8.0 Recommendations

- Comply with any actions required by CQC following their recent visit.
- Consider Dementia Awareness Training for staff.
- Display Healthwatch 'Your Voice' leaflets to allow feedback to be gathered independently
- Improve the lighting in some areas of the home.

## 9.0 Supplementary feedback from the provider post visit

Since your visit Sophie Haynes-Garcia has been appointed as the Registered Manager and Director of Hilbre Care Ltd.

The content of the report has been noted and Hilbre Care Ltd are happy for the report to be published.



### 10.0 Healthwatch follow up action.

Revisit the home in 2017 when the new proprietor has taken over the management of the home.

### 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.

## Glossary

<b>Biodose</b>	monitored dosage system for liquid and solid medication
<b>CADT</b>	Central Advice and Duty Team
<b>CQC</b>	Care Quality Commission
<b>DOLS</b>	Deprivation of Liberty Safeguards
<b>GP</b>	General Practitioner
<b>HCA</b>	Healthcare assistant
<b>IMC</b>	Intermediate Care
<b>PA</b>	Personal Assistant
<b>RGN</b>	Registered General Nurse



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