



Details of visit

Service address:

**Woodlands Care Home
4 Wigan Road, Westhoughton, Bolton BL5 3RJ**

Service Provider:

Woodlands Care GRP Ltd

Date and Time:

2nd November 2016 @ 1.30 pm

Authorised

Representatives:

**Eileen Bennett & Jim Fawcett (supported by
Karen Wilson)**

Contact details:

info@healthwatchbolton.co.uk 01204 394603

Acknowledgements

Healthwatch Bolton would like to thank the Service Provider, residents and staff for their contribution to the Enter and View programme.

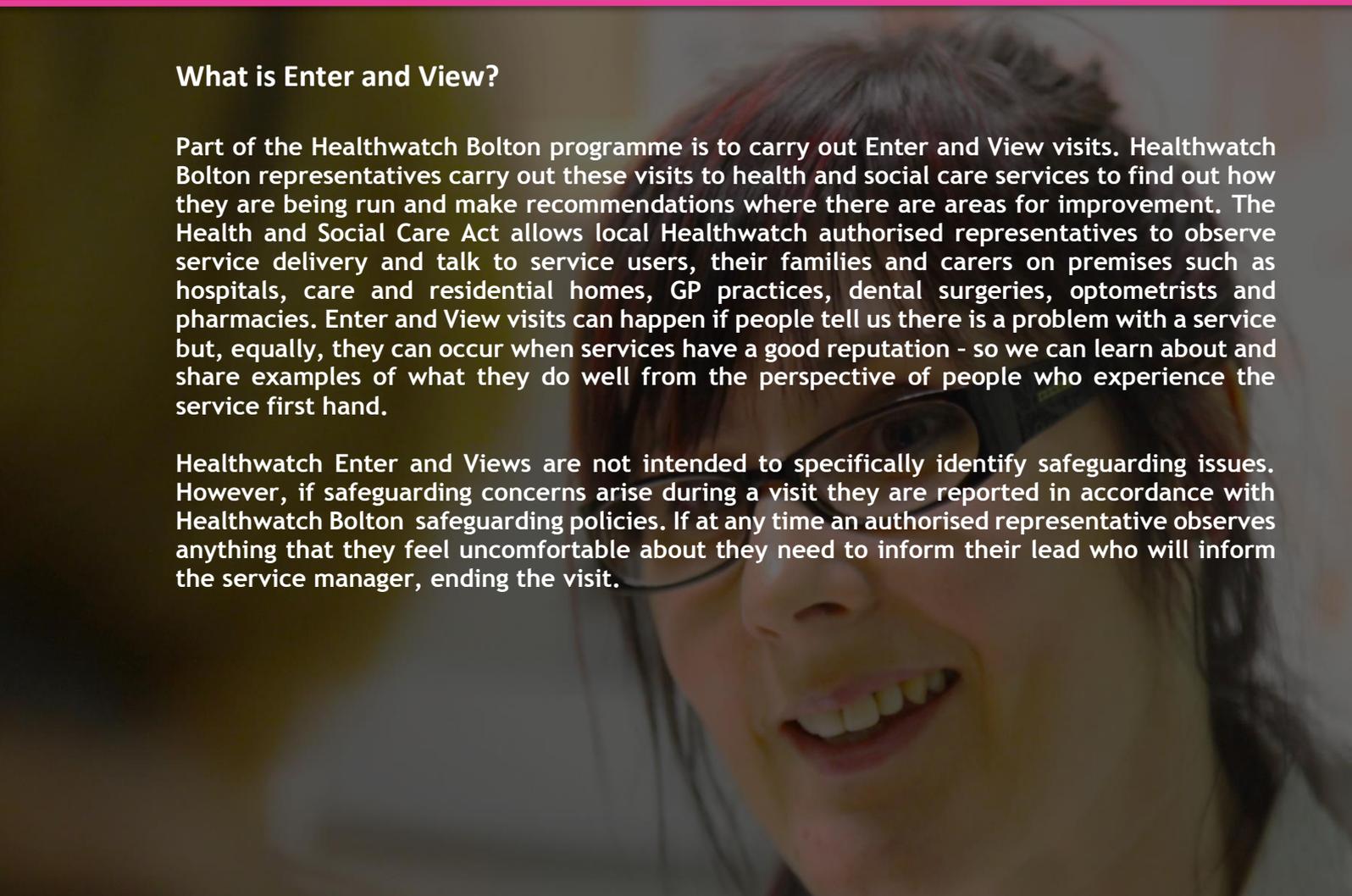
Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

What is Enter and View?

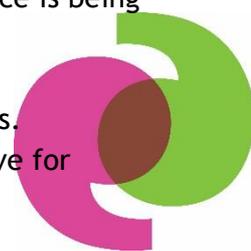
Part of the Healthwatch Bolton programme is to carry out Enter and View visits. Healthwatch Bolton representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care and 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 experience the service first hand.

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 Bolton safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.



Purpose of the visit

- To engage with residents of care homes and understand how dignity and choice is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.



Strategic drivers

- CQC dignity and wellbeing strategy
- Engaging with hard to reach and vulnerable communities
- Exploring experiences of person-centred care

Methodology

This was an announced Enter and View visit.

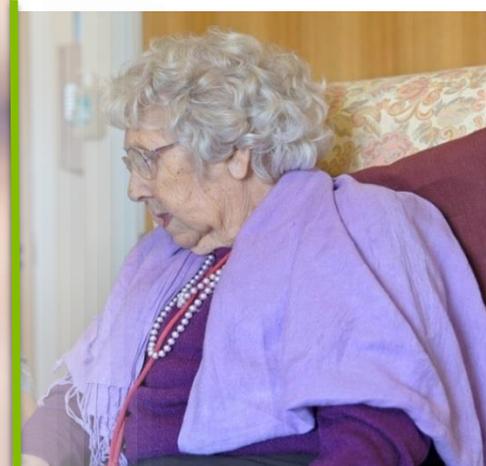
We approached a member of management before we spoke to anyone in the home and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Following a discussion with Janet Hope, the Manager, her Deputy Managers and the Activities Co-ordinator, Authorised Representatives conducted short interviews with a further 7 members of staff at the care home. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes, activities and staff training were explored.

Authorised Representatives also approached 6 residents at the care home to informally ask them about their experiences of the home and, where appropriate, other topics such as accessing health care services from the care home, to help with our wider engagement work. Family members and visitors were also spoken to (as they were with a relative at the time). They explained to everyone they spoke to why they were there and took minimal notes.

A large proportion of the visit was also observational, involving the Authorised Representative walking around the public/communal areas and observing the surroundings to gain an understanding of how the home actually works and how the residents engaged with staff members and the facilities. There was an observation checklist prepared for this purpose.

When they had finished speaking to staff and residents they left them with an information leaflet and explained that a draft report would be sent to the home to check factual accuracy and to allow the home to comment on any findings or recommendations.



Summary of findings

At the time of our visit, the evidence is that the home was operating to a very good standard of care with regard to Dignity and Respect

- Residents looked tidy and clean, we saw no evidence of dignity not being respected
- We saw evidence of staff interacting with patients positively and regularly, including just checking they were okay if they had been sat for a while
- Residents had a key worker to look after their personal care and deal with their concerns
- Residents told us that they were very happy with the food
- We were informed about a variety of social activities, individually tailored to suit each resident.
- Staff told us that they received ongoing training in providing a service centred around dignity and respect
- Staff had no concerns about access to services for their residents
- The Manager did raise concerns about lack of discharge notes from the hospital on occasions

Results of Visit

Environment

The home was really clean and free from any unpleasant or artificial smell and our observations suggest that a high standard of hygiene is being maintained. The overall impression of the building was a calm and homely feel with pictures mounted on the walls along the corridors.

The building is a purpose built two-storey building split in to 4 living areas. There is access to patio and garden areas where residents can sit out in warmer weather to enjoy the sunshine.

The building is arranged so that there are a variety of lounges, quiet areas and dining rooms where residents can sit, watch TV or join in activities.

All corridors were free from obstructions and had a calm light airy feel whilst also decorated using colours and art to create a stimulating setting.

Promotion of Privacy, Dignity and Respect

All the residents we saw appeared well dressed, clean and tidy. The residents we spoke with were happy with their personal care, although some residents we spoke to are able to be partially independent. When asked if the homes caters for individual needs, residents were positive and also explained that they make their own choices.

Each resident has a key worker assigned to them who manages a resident's personal care and works with the family to resolve any issues.

Staff told us that they feel that they get to know the residents through chatting and talking about their past, their hobbies and interests and through general conversation. They also explained that they gain resident's trust by building relationships and their confidence.

All bedroom doors are numbered and display a photograph and name of the resident. Bedroom doors are locked and some residents hold their own key whilst other will tell staff



when they want to go back to their room as it may not be appropriate for them to carry their own key.

Promotion of Independence

The residents who are able, like to go out on arranged activities, visit the local shops or church and some go out with family.

Residents explained that they make their own choices about some things and decide when they want to go to bed or get up or if they don't want to get up but have breakfast in bed.

"It's easy here – nobody bossing you around. I feel I can do what I want when I want"

Staff explained that residents are encouraged and motivated to do things. Many are active and like to potter around.

Some residents have a daily newspaper delivered.

Some people have their own mobiles or landline in their room arranged and paid for by family. Everyone has access to the home's wi-fi.

One lady has a little dog, the only rule being that the dog stays in her room during mealtimes.

In the living rooms there are kitchen areas available for use by residents and visitors for drinks and snacks. The home does not have snack time or a drinks trolley but encourage those who are able to make a drink or snack as and when they want to for those who are unable they are provided throughout the day.

Interaction between Residents and Staff

We saw evidence of staff interacting with residents in a friendly and positive way. Residents were spoken to regularly to check that they were comfortable or whether they wanted anything. We observed that the Manager knows residents and visitors by name.

Residents

The Authorised Representative spoke with six residents individually (in various parts of the home) these residents have lived at the home for various lengths of time between one week and one year. We spoke to a number of residents as we moved around the accommodation.

We were shown some bedrooms by the Manager which are decorated to a very high standard with facilities including en-suite wet rooms, flat screen TV and, for some, a garden view. Each bedroom has a bedside alarm call system and alarmed bedside mats.

All the residents we spoke with felt at home and said that they liked living at Woodlands, felt cared for and that the home catered for their individual needs.

"There is no-one telling you what to do. I can go at my own pace. It's homely and the children can visit"

"They have a caring attitude and we have a good laugh"

Food

There is a four weekly rolling menu providing through the Appetito meal system. Pre-prepared food is delivered in cold storage lorries and stored in freezers. When it is taken from the freezers the temperature is checked before it is transferred into hot lockers to be heated up and then taken to the living areas.

There are two options for each meal and a pictorial menu is taken round each morning to discuss with residents individually. There is no set time for breakfast and some residents choose to eat breakfast in bed, lunch is served at around noon and the evening meal at around 4pm and a light supper in the evening. Meal times are flexible to suit each resident individually.

Residents and families appear to be content with the care they receive and the meals. All the residents we spoke to were very happy with the food.

Visitors and families are welcome to visit anytime and stay as long as they wish and welcomed to use the facilities and stay for a meal with their relative/friend if they wish to do so.

Recreational activities/Social Inclusion/Pastoral needs

We met with Lorraine, the Activities Co-ordinator who has secured £10,000 lottery funding through Awards for All to improve the range and delivery of activities available. The funding has allowed the purchase of specialist dementia equipment and the provision of a holistic therapist twice a week.

Activities are tailored to individuals. In addition to the usual craft activities residents are offered opportunities for days out eg - to be taken out for tea. Residents also take part in day to day 'life of the home' activities if they want to (e.g. folding towels, washing up etc.) this helps to provide a continuum in relation to every-day things they used to do when living at home.

A non-profit, self-funding, sweet shop opens once or twice per week on the first floor and gives residents who may not normally go out, the opportunity 'to go shopping'.

A day out was recently arranged aimed at residents with little or no family who do not usually go out. The trip was evaluated to understand who enjoyed it and who didn't, who was upset by going out, who is travel sick etc.

Residents who wish to do so are taken to church and the home has built a good relationship with the local school and community groups as well as families and friends.

The home has a Facebook page where it posts pictures and stories of what has been going on and what residents have taken part in. Families seem to enjoy this opportunity for interaction.

"I look on Facebook and there is enough going on if she wants to join in"
"I will join in with whatever is happening"

Involvement in Key Decisions

The Manager explained that care plans are reviewed and signed periodically by family members. Family members we spoke with confirmed that they are involved in the care of their relative and informed of anything to do with their care.

The home holds residents meetings to review likes and dislikes and management and staff have good relationships with families who are encouraged to speak to the Manager or the staff whenever they have a concern, question or suggestion rather than store it for a meeting.

Concerns/Complaints Procedure

The home confirmed that they have a complaints procedure, although no resident mentioned having used it to us.

Staff

All the staff we saw were smartly dressed in a uniform of a coloured t-shirt with their name on. Staff are known to residents and their family by their first name. All the staff were friendly to us and to the residents that we saw them interact with. The staff we spoke with had worked at the home between three weeks and 15 months and were happy and felt that there is a good, friendly atmosphere in the home - which they enjoy. All staff were happy with their workload, that there is a good staff/resident ratio. There are laundry staff, housekeepers, cooks, maintenance staff etc. but they are not included in the care staff ratio.

“Staff relations are good and I enjoy the work.”

“Time is given to each resident and nothing is rushed.”

Staff did, however, say that if someone suddenly goes off sick the workload increases in the interim until staff are moved around or drafted in

Staff said that they are offered opportunities for further training and felt that training requirements are well satisfied. All said that they would feel comfortable speaking to a senior member of staff if they had any concerns or problems relating to work and felt that there is a good team spirit and good relations between staff and residents.

The staff we met were very positive about the service in the home and felt this is down to the mix of good care, good food and good relationships. They welcome a friendly, positive atmosphere and felt that this has an impact on the care they offer to the residents.

Visitor and Relatives

We spoke with visitors who said that they believe their relatives feel safe and that the home caters for their individual needs and enjoy the clean and bright location.

They were all very happy with the service offered by the home and felt welcome and involved.

Additional findings

A private podiatrist visits most residents every six weeks with not many using the NHS as they feel that they receive a poor service.

Most residents stay with their own dental practice and although there are two local practices they are not very happy doing home visits as on occasions when they have come to the home the resident refuses to be seen.

The home is registered with Eyecare On-call who run a visiting service and offer glasses fitting and repairs within 24 hours.

There are two local GP practices but some residents have stayed with their own GP if they remain in the practice area.

If anyone is taken in to hospital in an emergency the home sends an incident report with them including an infection control report and medication notes. If a family member is unable to accompany their relative then a carer will chaperone them but the Manager does feel that sometimes the wait in A & E is too long for some of their residents.

She also stated that if a resident has been in hospital she has to chase the discharge notes.

At the time of our visit the Manager had raised an issue with the hospital regarding a new resident who had been discharged from hospital without his notes but he needed warfarin and the home had been unable to register him with a new GP without his details. We gave her the contact number for the PALS Manager at the Royal Bolton Hospital and the IAG officer at Healthwatch Bolton.

We were informed that this has happened on two previous occasions and it can be time consuming for the home.

Recommendations

This report highlights the good practice that we observed and reflects the appreciation that residents felt about the care and support provided.

- Continue to provide the good care clearly appreciated by residents in a relaxed, friendly atmosphere
- When food is delivered check the temperature at the time of delivery to safeguard against any problems/issues at a later stage

Service Provider response

The report factually reflects a natural day at Woodlands, Westhoughton.

Thank you to all for the positive comments and appreciation of our team's continued individual support to our very special people.

Thank you to the Healthwatch representatives for their friendly approach and understanding of our complex service providing specialised dementia support.

Janet Hope - Registered Manager

