Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**HAWTHORNS** **Hawthorn Street** **Wilmslow SK9 5JE**
Date and Time	**August 25th 2017 arriving at 10.00 am**
Authorised Representatives	**Hilary Tidey and Susan Moore**
Staff Present	**Marie Sharpe - Manager**

Background

Healthwatch Cheshire is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West and Chester. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?
Enter and View is part of the local Healthwatch Cheshire programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of the work plan agenda for this year Healthwatch Cheshire continue to work in monitoring Nursing and Care provision across the area.

This work has the full support of health and local authority commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of monitoring standards and continuity. This report is based on observations at the above service.

Highlights from the Visit

- All the staff we spoke to were very friendly, chatty, open and prepared to answer any questions with ease.
- The newly appointed manager appeared very enthusiastic.
- Representatives felt the home throughout was very clean, well kept and cared for.
- Opportunity to engage with relatives as well as residents.

General Information

The Hawthorns is located in an area of established mixed housing. It is a purpose built care home providing residential care for up to 39 residents in single rooms seven of which have en-suite facilities. The home is now owned and managed by Minster Care Group who advertise the services offered as providing residential care as well as Day Care, Respite Care and Convalescent Care .
In its recent CQC report (9th August 2017) the home was assessed as Good in all areas.

Environment

On arrival we were met by the Deputy Manager who introduced us to the new manager Marie Sharpe who greeted us with a big smile. We were invited to sign the visitors book.

The main entrance was open with easy level access. There was a reception desk just inside the main entrance. This was unmanned on our arrival, however, the Manager's office was a short distance from the front door and she seemed to be in a position to greet anyone who arrived.

Representatives felt the home was very clean throughout and appeared well kept and cared for. The rooms were tidy and there was no clutter in corridors.

We found no hazards when walking around the building.
We observed one bathroom which was very clean and had equipment to assist with bathing and ease of access to the facilities.
There were no smells evident in common areas or walking past bedrooms.

Furniture throughout the home appeared to be in a good state of repair. There were chairs of various height sand settees for general relaxation. Some chairs could be adjusted electrically.

There was evidence of adjustable, profiling beds in the bedrooms that we walked past.

The access to the first floor you could either use stairs or the lift.

Health and Wellbeing

Seven care staff were observed on duty and visible throughout the whole building. We were introduced to a number of staff whilst on the visit all were chatty and keen to talk to us about their work and role within the home.

As well as care staff, we met and observed staff working whose roles were catering, cleaners, the Manager and Deputy. There was a hairdresser in the dedicated hairdressing room. The hairdressing facility is provided on Fridays. We were told that the hairdressing facility is well used by residents. We observed the hairdresser appearing very jolly and caring.

All staff wore uniforms and badges. The staff all appeared very relaxed as they were getting on with their work. They all said, ***"Hello,"*** to us as we were walking down corridors or through main rooms.

Some of the staff were assisting residents to the hairdressing salon and others were attending to the clients wellbeing including helping with movement, positioning of cushions and help with drinks.

All the staff we observed (or had opportunity to talk to) appeared efficient and friendly. We witnessed them asking how they could help clients, giving information and answering queries. Some residents had some difficulty getting about and the staffs assisting them were particularly attentive and respectful.

The manager, Marie, told us that he was new to post but that he had already been able to implement some changes to the home such as changes to the garden. Marie's other plans are to have the home fully redecorated, a patio area added to the garden, to replace plastic tablecloths with cloth ones and to introduce fabric napkins instead of paper ones.

All residents looked very clean and appeared well dressed.

All the residents we saw were very happy and content.
During our visit there were no signs of distress from residents and we saw no evidence of residents not being responded to.
An alarm sounded and was investigated immediately.
Residents in their rooms were all up and dressed. Six residents were in the lounge area and four in the dining room.

Staff told us that wherever possible residents are encouraged to be mobile and that they were all assisted where necessary. All the corridors were wide enough for frames and wheelchairs.

A relative informed us that staff had encouraged her mother to come out of her room to interact with other residents and to take her meals in the dining room. She commented that her mother's wellbeing had been immediately enhanced.

Some residents were being assisted in the dining room with their breakfast. One resident did not like her porridge and was instantly offered alternatives. We were told by staff that in terms of food residents could have anything they wanted and that anyone who needs help is supported with eating and drinking.

We noted the menu for the day displayed in the main dining area. There was a choice of main course. We were also informed that residents could make requests for particular meals of their choice.

Activities – During our visit residents were observed walking in the newly refurbished garden, talking in the lounge, attending the hairdressers and chatting.
A weekly activity plan is available and displayed on the notice board adjacent to the main dining and activity area. The plan outlined that activities are available seven days a week.

These including quizzes, crosswords, bingo, film afternoon, pamper day and gardening. We noted a wide range of reading material available for residents that included books magazines and newspapers.

A regular Home Care Management Report provides information about the activities coordinator and group activities provided and we were told that there is a residents committee that meets regularly.

Staff told us that many residents are taken out of the home by their friends and families for walks, trips out and visits to relatives.

Feedback

Whilst at the home Representatives collected a number of comments in relation to the service:

Comments from residents -

- ***"I came here because I have been in a number of places and this is as good as most. I also used to live in Wilmslow so it is near to home."***
- ***"We are free to come and go as we please - My daughter takes me out regularly."***
- ***"Someone is usually there to help us. I would say they are sometimes slightly short staffed, but we are treated well nothing is bad."***
- ***"We have games and outings, visitors coming in, and a hairdresser as well as bingo. I can join in as much as I want."***
- ***"Friends and family visit regularly."***
- ***"I think it is really good here, they look after us well."***

Comments from relatives/friends –

- ***"We chose this place because we thought it was the best in the area."***
- ***"Not only have they managed to get mum to be more sociable mum has managed to get another resident talking that hasn't spoken for months."***
- ***"All staff appear to accept mum as she is."***
- ***"Family and friends take mum out and staff encourage her to be active in the home."***
- ***"The staff here have transformed mums life."***

Suggestions for improvement

- Representatives feel that the planned improvements to decoration and the further re-landscaping of the garden, will make significant improvements to the general environment.
- We feel that greater input from the local community i.e. schools and volunteer groups may enhance resident' experience and give the home a greater stake in the local community.

Feedback from Provider of Service

At time of publication no feedback received.