Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**'Heliosa'** **Boundary Lane,** **Congleton** **CW12 3JA**
Date and Time	**13th June 2017 - 10.00 pm until 12 noon**
Authorised Representatives	**Hilary Tidy (Volunteer Enter & View Representative), Neil Garbett (Community Engagement and Project Officer)**
Staff Present	**Dimitria Punchetta – Deputy Matron**

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 its work plan agenda this year Healthwatch Cheshire continue to work in monitoring Nursing and Care provision across the area.

This work has the full support of health commissioners and Cheshire East Council.

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

- **Residents at Heliosa seemed happy safe and contented**
- **The staff appeared caring and were observed being responsive to residents needs**
- **The home was clean with a welcoming feel to the visitor**
- **Corridors were clear of clutter**

General Information

Located off a quiet residential road in the suburb of Mossley, south of Congleton, Heliosa is a 42 bedded care home providing residential, nursing, palliative and respite care for up to 42 residents in single rooms, 38 of which en-suite rooms.

Heliosa is owned by Takepart Ltd. The home is situated on a bus route, close to a primary school and roughly half a mile from Congleton railway station. It is also close to local services such as shops, a post office and a chemist.

At the time of our visit the home had 34 residents. The home is split into two sections, one providing support for elderly frail residents with a separate Elderly Mentally Infirm (EMI - dementia) unit as part of the complex.

The building itself appears to have been extended several times over the years to provide additional beds and facilities including a large conservatory and two lounges. The home also benefits from having substantial garden areas. The building fabric itself appears generally in good order and car parking is adequate although representatives feel that this does need some attention regarding the deterioration of the tarmac in places.

Website - Heliosa has a dedicated professionally produced website on which is stated that the home offers, ***"Individual Choices for Individual people"*** In relation to its activity programme, the online version of the service's brochure states ***"...our dedicated Activity Co-ordinators always ensure that there are enjoyable and stimulating activities, entertainment, visits and events for residents, family and friends throughout the year. We encourage healthy bodies and minds - a 'Positive Living' approach, designed to improve appetite and humour, strength and energy as well as an opportunity for social interaction and the development of friendships with staff and other residents."***

The home's statement of purpose document (a public facing document and available to download from the website states, ***"Our aim is to provide every Service User with a comfortable and safe environment within a homely atmosphere, without infringing on his or her rights and privacy & dignity."***

A recent CQC inspection of the service (22nd March 2017) concluded that the home ***"Required Improvement in all areas."***

In light of these comments Representatives were keen to make observations in relation to individual choice; what activities were taking place and what improvements to the service had been made recently.

Environment

Representatives entered the home through the main entrance with a flat uncluttered pathway leading to a security coded door. The entrance door itself was covered with a number of notices relating to protected mealtimes (mealtimes undisturbed by visitors) and planned activities. The entrance lobby appeared functional. Seats were available for visitors but two desk workstations were unoccupied at the time of our visit. This gave the area the feeling of an unoccupied offices rather than an entrance area.

Dimitria Punchetta, the Deputy Matron, who was in charge that day was welcoming to Representatives and extremely helpful.

Entrance to the main areas of the home is through a further key coded door. Representatives were greeted by the Deputy Matron and given a brief tour of the ground floor area that included entry to the EMI unit separated by an additional key coded door. On our arrival at10.00 am most residents appeared to be in the process of settling down after breakfast. Both lounges were busy with residents reading, sleeping or watching television. Representatives were able to move freely around the home and looked at with outside seating and paths that appeared negotiable.

General Observations

- Representatives first impression was that the building has a mature 'homely' feel
- General areas inside were pleasant if a little cramped in places. Lounges generally appeared a little cluttered with lots of different chairs, personal tables, walking frames and other equipment. Representatives did observe actual instances of this where a gentleman with a walking frame needed some assistance to get through a gap of limited space caused by a wheelchair that could not be pushed in any more due to the position of seats. Representatives felt that because some ramped areas are unmarked ramped areas in corridors may be difficult (disorientating) for those with restricted mobility and/or using mobility equipment of every kindMany areas of flooring throughout the building covered with plain blue carpets that were clean and odour free. Covered with the same carpet, some ramped areas are unmarked and as such may prove a little difficult for individuals who have restricted mobility or using mobility equipment – particularly those new to the surroundings
- Security throughout the building appeared adequate.
- The general internal layout initially made it difficult to observe stairs and lift (which seemed very small)
- In the conservatory area (which was light with plenty of windows) the hairdresser was observed. At the time of our visit three ladies were being attended to and seemed to be enjoying the experience. However, curling, setting and drying was done in complete view of all other residents sat in the lounge and could also be seen from the dining area. At 'the time of the hairdresser' it appeared that the conservatory was pretty much out of bounds for other residents.
- Corridors throughout were very plain. Representatives felt this was fine but suggest that names/pictures on bedroom doors would add some personalisation. It was also felt that corridors in the building were not particularly dementia friendly with no displays to aid memory and reflection. e.g. pictures/posters to aid memories.
- Picture frames/wall-inset panels in corridors all had identical wallpaper designs. Representatives feel these areas would provide excellent display spaces for reminiscence artwork and photographs.
- Observed a number of bedrooms unoccupied
- Two toilets had evidence of urine/faeces on seat – this was pointed out to staff on duty who agreed to make sure they were cleaned.

- It was felt that one toilet identified as accessible could be improved. (Please note detailed comments below).
- One bedroom had a very strong odour of urine – this was pointed out to cleaning staff.
- Some evidence of doors being replaced/refurbished – new doors were seen stored against one wall ready for installation. As near to a fire exit this was pointed out to staff who told us they were due to be fitted that day.
- The dining room area was agreeably set out for lunch for about 12-15 residents to sit at any one time. Music was playing quite loudly in the background. A nice touch was the use of personalised 'Heliosa' place mats featuring a lovely picture of the home. Both Representatives sat for a coffee here and when the music was turned down thought it a comfortable setting. Representatives considered if the radio station choice ('Absolute 80's') was for the benefit of staff rather than residents.
- Both TV's in the main lounges were tuned into the same channel and some residents (not many) were watching a Gordon Ramsey 'Kitchen Nightmares' US TV show. Representatives wondered if a DVD might have been more appropriate.

Accessible toilet:
Representatives feel that this area could benefit from some improvement:

- **Door furniture – The door to the facility opened inwards and was fitted with a standard door lock with no key. Representatives feel that alternative mechanisms should be fitted to allow someone with limited mobility to lock the door behind them. The door itself lacked a rail at the correct height and of contrasting colour.**
- **Toilet seat – It was noted that this toilet was of ordinary size with a simple raised elongated seat with handles placed above the bowl. As this piece of equipment has permanent raised sides, it is impossible for an individual to slide sideways from a wheelchair onto to the toilet seat with this equipment in place. Representatives feel that residents and non residents who use the facility deserve to have a proper fitted toilet at the right height rather than a portable seat riser on a stand.**
- **Mirror - There was no mirror fitted at a height and position suitable for a wheelchair user.**

Health and Wellbeing

Staff appeared open and friendly and they appeared to have an understanding of residents needs. In the elderly frail unit, Representatives observed staff responding in terms of helping with movement, talking to and advising residents and generally jollying everyone along. Later in the visit we observed staff giving out drinks and they were once again very friendly with residents. Earlier in the EMI unit we observed a member of staff who was patiently helping someone to eat breakfast.
Representatives spoke to a number of residents. Residents generally seemed happy and content. Two residents commented that they would like more to do.
We were advised all beds were profile (adjustable) beds and the Deputy Matron told us that that there were excellent working relationships between visiting medical services including the district nurse and doctors.

It was noted that the home had a current food safety rating of four following an inspection in October 2016. In terms of food options, we were informed that residents do have a choice, however, the menu board for that day simply said next to lunch - ***'Lobby.'***
Representatives did leave before lunch so the board could have been added to and we were not able to follow up as we left the home before the 'protected' mealtime started.

Activities and Community links – On our arrival most of the residents had recently completed breakfast – not perhaps a particularly good time to view activity in a home. However, we were told by staff that no activities were currently taking place due to the fact that the activities co-ordinator was off sick.

Other than hairdressing, no activities were viewed by Representatives – most resident were sleeping in chairs in a number of areas around the lounge. At the time of our visit we did not observe any staff member engaged in activities with residents. Both the main lounge and the EMI unit were fitted with a large television both tuned to the same channel featuring an American TV chef programme.

In the main lounge there was a clock that featured both date, day and time. Pictures/artwork throughout the home featured pretty country scenes but there was no real attempt to include images that may jog memory e.g. pictures of old Congleton, motor cars etc.

A notice on the front door featured a couple of larger events/entertainments planned for July including a visiting museum and planned fete. The position of the poster (facing outward) indicated that these were open events to include the community.

Feedback

Representatives spoke to a number of residents during their time at the home. One lady commented that she was happy but would like more to do. Another gentleman commented that he would like to get out more but understood that it was difficult.

On what was quite a lovely day Representatives were surprised to see no residents in the garden area.

Suggestions for improvement

- **Toilet signed as accessible** – This should be improved to meet full standards required fora wheelchair user. Representatives felt that a home advertising itself as one of the "foremost care homes in Cheshire," should have at least one fully accessible toilet that is wheelchair friendly

- **Individual Choice – Residents** told us that they were given a choice and were not pushed into doing something that they did not want to do. One lady in the EMI unit did comment to Representatives that she would like to get out more.

- **Activities** – Alternative arrangements should be in place to allow activities to continue when the activity co-ordinator is on sick leave or holiday, to allow the home to meet the standards outlined on the Heliosa website. Representatives feel strongly that at this moment the home is certainly not meeting the aims published in its mission statement and in its downloadable brochure - in the 'social activities and entertainment' section. It is noted that currently there seems to be no real arrangements in place for group social activities - even though it was an important area flagged by CQC in March 2017 - nothing appears to have been done in this area.

- **Picture frames/wall-inset panels** – Representatives feel that these quite large panels could be used better - with a variety of images to improve/provoke memories (reminiscence) with perhaps displays changed at regular monthly intervals. Examples might include vintage advertisements and posters as well as photographs of old

Congleton. The home might consider contact with Congleton Museum regarding loaning equipment for display.

- **The home's specific Heliosa website - *http://heliosacareandnursinghome.co.uk/*** The fact that the home has a dedicated, professionally produced website should be commended. The site itself paints and excellent picture of the home with really good information and photographs. Representatives do feel, however, there is need for an update on this website:
    - It is in significant need of updating in relation to some information stated. The CQC downloadable report (*'View our latest CQC Report'* - Hyperlink) dates from 2013 yet there have been four inspections since that are not listed these being January 2014 (*Meeting Standard*), October 2015 (*Good*), February 2016 (*Good*), and March 2017 (*Requires Improvement*).
    - The 'What's Happening' section of the site flags activities in 2015 showing nothing beyond that year, other downloadable material including the 'Service User Guide' and 'Statement of Purpose' documents need updating perhaps in a less formalised way - one document is currently 23 pages in length.

- **Hairdressing -** Alternative arrangements should be put in place for hairdressing activity - screens to give some privacy to those being attended to in the conservatory or it would seem sensible to have a separate hairdressing facility located an unoccupied room. Representatives felt that it did not seem right that mid-morning drinks were served with most residents sitting watching three ladies having their hair done.

Feedback from Provider of Service
No feedback received from provider of service.