



Enter and View Visit Report

High Mount

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Acronyms and Terminology

CQC-Care Quality Commission.

About Healthwatch Telford & Wrekin

Healthwatch Telford & Wrekin (HWT&W) is the independent Health and Social Care champion for local people. We work to ensure your voice counts when it comes to shaping, delivering/receiving and improving services. We address inequalities in Health and Social Care to help make sure everyone in Telford and Wrekin (T&W) receives the services they need.

There are local Healthwatch across the country as well as a national body - Healthwatch England (HWE).



What is Enter & View?

HWT&W gathers people's experiences of Health and Social Care services and there are times when it is appropriate for Healthwatch to see and hear for

ourselves how services are being provided. These visits are called 'Enter and View', and can be 'announced', 'partially announced' or 'unannounced'.

'Partially announced' visits mean the service provider is told we will visit but not the date or time of the visit.



The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Care Social Act 2012**.

Enter & View visits are carried out by a team of specially trained and DBS-checked staff and/or volunteers called Authorised Representatives. These volunteers are not experts in Health or Social Care and report only on what they see and hear during the visit. They make observations and collect people's views and opinions anonymously, which results in the producing and publishing of a report.

Enter & View visits are not an inspection, and always have a 'purpose'.



Details of the Visit

Visit Details:	
Service	High Mount
Provider	Green Square Accord
Date and Time of visit	30/01/2023
Visit Team	Jan Suckling - Authorised Representatives Katie Cook - Authorised Representatives
Service contact details	13-14, High Mount Donnington TF2 7NL

Purpose of the Visit

How dignity, respect, quality of life and independence is being respected and supported in the person's care, and how 'activity-based' care supports people to continue to be as active and independent as possible.

We want to hear about residents' experiences and those of any relatives and visitors present, and we will observe the residents engaging with the staff and their surroundings. We want to identify examples of good practices and hear about any ideas the residents or staff may have for change.

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 users of the service and staff, only an account of what was observed and contributed at the time.



Context of the Visit

In August 2017 HWE published a report: ‘What’s it like to live in a Care Home?’ Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 Care Homes across, 63 different local authority areas, to find out what day to day life is really like for many of those living in Care Homes.

These homes collectively provide care for almost 3,500 residents ranging from elderly people with dementia to those with severe learning disabilities.

During these visits our Authorised Representatives with the benefit of their previous experience and with the evidence from their observations produce visit reports. These are shared with the providers, the public, Care Quality Commission (CQC) and HWE. HWE reviewed what people told local Healthwatch and identified the common issues that need to improve as well as eight quality indicators for a good Care Home. HWE identified that a good Care Home should:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can see health professionals such as GPs and dentists regularly
7. Accommodate residents’ personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

As part of the engagement programme HWT&W will visit Care Homes in the borough, and those elsewhere in the county where funding support is provided by Telford & Wrekin Council Adult Social Care. Individual visit reports will be published on each Care Home visited. Over-arching theme reports will be published focusing on person-centred care and the quality of life experienced by residents, relating to their dignity and respect and exploring topics such as activity-based care, access to health professionals, and living with dementia.

High Mount is currently rated ‘Requires Improvement’ by the CQC (presently under review).

The visit was ‘**partially announced**’, we informed the Manager that we would be visiting within a two-week window.



What were we looking at?

The focus of this visit was to find out if the residents of High Mount are happy living in the Home.

We wanted to learn about:

- the environment
- the experiences of people living in the Home
- activities
- visiting
- choices available to people
- staffing levels and staff training



What we did

Prior to our visit we were asked to complete a risk assessment which reflected covid regulations and safety. When we arrived at the home, we were met by a member of staff and the manager had asked us to sign in using their electronic system.

We were able to walk around the home and speak with staff and residents, at the time of our visit, no relatives were present.

High Mount has 8 residents, we were able to meet all the residents and gathered feedback from 3 residents, 3 residents were non-verbal. We spoke with 3 staff members who were on duty.

What did we find about the home?

High Mount provides round the clock care for eight adults with learning disabilities and complex needs. The home is in a quiet cul-de-sac situated near local shops.

The home is made up of two bungalows with four residents in each. Both bungalows share a communal garden. Each resident has their own bedroom which has been personally styled by them or through their interests such as, monkeys.

Residents at High Mount have been living here for a large part of their life, some being nearly 30 years.

The home currently has a 5* Food Hygiene Rating. Staff and visitors are still required to wear masks/PPE.



The Environment of the Home

Entry to the bungalow was via the back door, there were orange arrows directing us from the driveway. As you arrive at the backdoor, there is wheelchair access via the patio doors and a small grass area to enjoy the outdoors.

The home is made up of two bungalows with a small visiting covid Pod set up outside. The Pod was used during Covid for relatives and loved ones to visit the residents. They also used this to continue interaction for the residents between the two bungalows. We were told, the residents can now visit between the two if all residents are happy with this.

The kitchen area was average size with a joining dining room, the kitchen tops were wiped and tidy however, the area looked run down, for example, a kitchen drawer was missing and the laminated pictures for cereal were ripped.

The lounge situated in the first bungalow was made up of two sofas and a single chair, with a television and fireplace. The lounge has photos of past and present residents, one resident enjoyed telling us about their friends in the photos and the memories they shared. We noticed there was a ripped incontinence pad on the sofa where a resident was sitting. The windows in the lounge were smudged and in need of a clean.

As we walked around the rest of the first bungalow, we made the following observations;

- The residents' rooms were person centred.
- The shower/washrooms floor was wet.
- One residents bedroom had a cupboard door missing underneath their wash unit, we were told by the Manager that this was because the resident takes the cupboards off themselves.
- There was a chair leg broken in the foyer area, the chair leg was placed on the side unit with exposed nails. This was reported to the manager during our visit who removed the item.

The staff and residents told us they were going on a trip next week to the chocolate factory. The residents seemed to be excited for the trip. Staff explained they try to take the residents away a couple times a year; they have previously been to Barmouth and Llandudno.

As we approached the second bungalow, we walked through a grassed area with wheelchair access to the building. The second bungalow had 4 residents; the residents here have more complex needs. The staff introduced us to all residents and told us about their needs and how long they had been living at the home.

The lounge area had birthday balloons in, the staff told us that one of the residents just celebrated their 91st birthday! The dining and lounge area, although



tidy, still seemed run down in terms of décor and maintenance. The curtain in the dining area was hanging off the frame.

The shower curtain in the washroom was falling off as well as the floor being wet.

There was signage for the breakfast cupboards to indicate what cereal could be accessed but no other signage was noticed in other areas.

Healthcare

We were told that the home doesn't have an issue with healthcare in terms of prescriptions, doctors' appointments and hospital treatment.

Staffing levels and training

Staffing consists of;

- Two Personal assistants in each bungalow during the day
- One staff in each bungalow during the night
- Manager/ Lead also on sight

The Manager informed us that staffing levels are good, they work well as a team and will help cover shifts/times required. Agency staff are used to cover where it is not possible for their staff to, the Manager likes to use the same agency staff to keep the continuity of faces and care.

We spoke with two staff who felt the training was excellent, they have gained valuable knowledge and there's "always an opportunity to learn more". One staff member had recently joined the team, they have learnt a lot of the last couple of months and enjoys working there.

We asked staff if they feel they get enough breaks, they responded with; ***"yes, we work between us and will take a break when we feel necessary" "Yes, we make sure we get our breaks between us"***.

Staff also told us, they ***"come in on their day off and help decorate the home"***. The Manager informed us that the issues regarding maintenance had been reported but nothing has been done about this yet.

Activities

The residents and staff informed us they were going on a trip next week, they seemed very excited about this. Our team noticed there was a cupboard filled with activities such as jigsaws, painting and crafts. One dining table was set up with a craft set for the residents to enjoy.



Although we didn't see a structured plan of activities anywhere, one resident told us *"I like to do fitness, I go to music classes, I like all music"*

Staff told us some residents take part in community group classes and arty parties. They told us the residents *"have a choice and can choose what they like to do"*.

Meals

Two residents told us that they can *"choose what I like"* for their mealtimes. This was reflected on a meal chart located in the dining room. The chart is filled out by staff regarding what meals have been offered today. For residents who have more complex needs, the home has a rolling meal chart located in the second bungalow kitchen. This reflects what is on offer and what alternatives can be given.

We observed one resident asking staff for a cup of tea using sign language, the staff responded promptly and made the resident a cup of tea. Other residents were also asked if they would like a cup of tea or coffee.

One resident told us *"I like to help at mealtimes, I stir the pots of potatoes and help with dinner"*.

Visiting

We were told that during lockdown, visitors could come and see their loved ones through the visiting pod outdoors. This has now changed and relatives and friends can visit the residents in their bungalows.

What relatives and visitors told us?

Unfortunately, during our visit there was no relatives or visitors to talk to. We have circulated information to ask for feedback on the home via our social media and posters.

Staff Interactions with the Residents

The staff were interacting with residents, they were talking to the residents about their interest, what they had for their lunch and their days out planned.

We observed good working relationship between the staff and residents, it was apparent they knew their interests/hobbies and personal relations.



Additional Findings

- Both bungalows have pet birds for the residents to enjoy.
- One resident was asking to go outside for a walk, the staff explained that due to staff handover, they would have to wait a little while.
- All residents have access to a 'memorial garden' to remember their loved ones, this is situated by the covid pods.
- Manager and staff refer to residents as "Customers" as practiced by Green Square Accord.
- Staff wear face masks until instructed differently by Telford and Wrekin Council

Summary of Findings

- We were welcomed by staff and the Manager.
- All residents were happy during our visit.
- The home is in desperate need of maintenance repair.
- The home seemed a little untidy and cluttered in some areas.

Recommendations

- Contact/arrange for maintenance issues to be fixed.
- Updating the home with better signage for residents to be able to identify food/items are stored in each area.



Service Provider Response

We would like to thank Health Watch for having undertaken their recent enter and review visit as we welcome feedback from all as these feeds into our commitment of supporting people to live their lives where they can enjoy happiness, health and prosperity – successful and fulfilling lives.

We would like to take this opportunity to advise of the following:

- A review of the environment has been undertaken and actions implemented to address both maintenance and cleaning requirements as identified within this report, and assure that a programme of works has been agreed to be undertaken by GreenSquareAccord's handypersons, i.e. paintwork to doors and frames and minor repairs etc.
Immediate works were undertaken to include repair of broken chair, replacement of kitchen drawer, re-printing / lamination of menu cards, re-hanging of curtains and shower curtains and cleaning of windows shortly post the audit and will remain subject to review via the Registered Managers internal quality assurance checks. Further more as part of customer care plan reviews their communication needs will be revisited with relevant signage being incorporated to support individuals' independence throughout their home
- Wider maintenance works as identified within this report, i.e. window repair has been booked for repair via GreenSquareAccord's Assets' services, a separate request to attend and clean the inside of the light fittings has also been made.
- We have approached one of our other local home's window cleaners to request that High Mount is added to their schedule
- Our customer's dignity and respect is of paramount importance to us and we acknowledge that the continence product used on a sofa was not an ideal solution, this has subsequently been removed we will monitor the impact and if required will be replaced to the inside of the cushion and we are currently working with our facilities' team colleagues to explore if there are more suitable, discreet products available on the market that may be used. As part of our environmental quality assurance checks this item will be kept subject to review.

As part of our commitment to continuous improvement, identified actions have been transferred to our Continuous Improvement Action Plan and will be overseen by the Registered Manager throughout until their completion.



Acknowledgements

HWT&W would like to thank the residents and staff of High Mount for their contribution to the visit during our Enter & View programme.

Get in Touch

Please contact Healthwatch Telford & Wrekin to share your views and experiences of this service or any other Health and Social Care service in Telford & Wrekin or received elsewhere by people living in Telford & Wrekin.

We gather comments anonymously and share them with the public, service commissioners and providers to highlight areas of good practice and identify areas for improvement.



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Healthwatch Telford & Wrekin

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Follow up information:

Follow up visit date	6/3/2023
Authorised Representatives	Jan Suckling, Katie Cook
<p>Details:</p> <p>We arrived unannounced to follow up on our recommendations to our enter and view visit.</p> <p>The Manager was welcoming and invited us in to discuss the progress, we were informed that the following had been done;</p> <ul style="list-style-type: none"> ○ Contact/arrange for maintenance issues to be fixed - The broken curtains were replaced. The kitchen cupboard was fixed. The resident's cupboard was being replaced with a roller cover so they can still access their belongings without taking the door off. The broken chair leg was fixed. ○ Updating the home with better signage for residents to be able to identify food/items are stored in each area. - The old signage had been removed and the display boards were updated with more visible signs. <p>The home had ordered paint and will be re vamping areas. Windows were clean and the home was tidy, organised and felt so much better as soon as we had walked in.</p> <p>We want to thank the team for their hard work and contribution to our Enter and View/follow up visit.</p>	

