



Beechcroft Care Home

Widnes

27 November 2019

Enter & View report

ACKNOWLEDGEMENTS

Healthwatch Halton would like to thank the staff and residents at Beechcroft for their time and consideration during our visit.

VISIT DETAILS

Home Details	
Name of care home:	Beechcroft
Address:	Lapwing Grove Palacefields Runcorn Cheshire WA7 2TP
Telephone number:	(01928) 718141
Email address:	beechcroft.manager@hc-one.co.uk
Name of registered provider(s):	HC-ONE
Name of registered manager (if applicable)	Jane Davies
Type of registration:	Nursing Home
Number of places registered:	66

Healthwatch Halton's Enter & View team :-

- Dave Wilson
- Jane Pritchard
- Jude Burrows
- Rachael Fairbrother

WHAT IS ENTER & VIEW

People who use health and social care services, their carers' and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether their expectations were met.

To enable the Healthwatch Halton to carry out its activities effectively there will be times when it is helpful for authorised representatives to observe the delivery of services and for them to collect the views of people whilst they are directly using those services.

We carry out our 'Enter & View' visits not as inspectors but as visitors to that service. We view the service provided and observe the care and support offered and we look to obtain the views of the people using those services.

In carrying out visits, we may be able to validate the evidence that has already been collected from local service users, patients, their carers' and families, which can subsequently inform recommendations that will go back to the relevant organisations. Properly conducted and co-ordinated visits, carried out as part of a constructive relationship between Healthwatch Halton and organisations commissioning and/or providing health and social care services, may enable ongoing service improvement. Healthwatch Halton's role is to consider the standard and provision of local care services and how they may be improved and to promote identified good practice to commissioners and other providers.

Prior to our visit to the home we sent out a short pre-visit online questionnaire to the manager. A link was also supplied to an online questionnaire for staff and one for family / friends of residents to give their views.

Responses to these questionnaires have also been used in producing our report.

Beechcroft Care Home – Healthwatch Halton visit

27 November 2019

Beechcroft Care Home is situated in Palacefields, a quiet residential area of Runcorn. It is a purpose-built care home offering residential and nursing care. It is within walking distance of a local bus route, church and shopping area.

The home provides accommodation for up to 66 people and is divided into two units, a nursing unit and a residential unit.

We visited Beechcroft on 27 November 2019 arriving at 10.25am. At the time of our visit the home had 51 residents. On our arrival we found the main car park area was full so we parked in a small car parking area next to the local church.

We rang the doorbell at the main entrance and were let in by a member of care staff who was passing by with a resident.

We were asked to sign-in and wait in the reception area while the staff member checked with the manager.

The reception area was clean and tidy, although members of our team commented on a pervading odour in the reception area and other areas of the home.

A hand-gel dispenser was mounted on the wall and was full. A vase of flowers was on the signing in desk. Lots of leaflets were displayed about HC-One the company who run the home, including feedback forms.

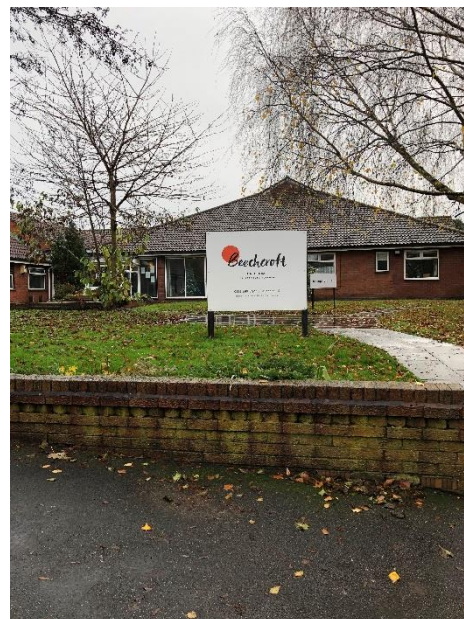
A copy of the last CQC report was displayed in a file at the signing in desk. CQC registration information was also mounted on the walls in picture frames along the corridor.

A 5-star food hygiene sticker was displayed on the door.

The front door, to the home needed a key code to be opened. A sign was displayed on the door to remind visitors not to open the door to let residents through without permissions, for safety.

When some visitors left, we noticed that the door did not shut properly. It would appear to be shut but had not locked and would open with a push or a pull, allowing people in or out without the code. We saw a visitor come in, sign in and go straight into the home.

Pictures of Old Runcorn were displayed down the corridor. Residents doors had peoples name displayed, and either a picture or a photograph of the resident, on a laminated sign.



We were introduced to the manager of the home, Jane Davies, and we explained the purpose of our visit. Jane spent time to speak with two of our team while another two went with a staff member to look around the home and chat with staff and residents.

Jane told us that she had been in post since March 2019 and had implemented many changes at the home since our previous visit in February 2019.

Beechcroft has two communal lounges. Both lounges were bright with large. Some residents were napping in the lounges and some sitting quietly when we first went in. In one of the lounges staff were adding more decorations to the Christmas tree as we visited.

All the residents we saw were appropriately dressed, and some had blankets. We noted in one lounge a lady was knitting and another had a doll. Everyone appeared comfortable and happy.

While talking with residents, we were invited by two of them to view their rooms. One lady showed us her room and said it had been recently decorated by a family member to her own taste. It was clean and had a chair with arms, a comfy adjustable chair, hoist and emergency call bell. The bedroom had its own sink but no en-suite.

Another resident invited us to his room to look around. He told us about his family and grandchildren and his time in the army and showed us some of the pictures displayed in his room. We asked him about his care at the home and he said, *'Everything has improved since Jane came to the home. I've been here over 4 years. I wasn't happy here before... I'm very happy now. The care is good.'*

Signs for toilets and bathrooms were very small, gold signs and not clear to read. The doors were all dark brown with small signs whether they were resident or staff areas. The toilet and bathroom areas were clean and odour free. The bathroom we saw had some nice homely touches such as nautical ornaments and pictures.

The corridors had colour contrasting handrails running along the walls.

There were a couple of stain spots which looked like water marks on the ceiling in one lounge, edge of the corridor and in one of the bathrooms.

We noted the Activity Display boards in both units which displayed the Activity Coordinator's name, the weekly timetable and a graphic timetable displayed.



All the staff we met were very friendly and welcoming to us during our visit.

We observed staff giving tea and biscuits out from a trolley. One resident told us that drinks were given out at set times, but they could ask for a drink if they wanted another one. Residents told us they could have snacks at night, e.g. toast, if required.

We viewed a menu that was presented in a file near to one of the dining areas. Residents have a choice of meals. The dining area was laid out nicely with tablecloths and place settings. There were two long tables set for lunch.

Beechcroft's Wellbeing Coordinator, Barbie, was decorating a lounge and chatting with residents in a warm and friendly way. We were told that regular entertainment is provided for residents from a variety of singers who visit the home. In addition, there are weekly coffee mornings, ongoing projects for the garden, 1:1 beauty therapy and other activities all aimed to provide social stimulation and improve quality of life for the residents.

One resident said, *'I love bingo, it gives me something to do, I was used to being busy all the time'*. She told us about the trips out from the home, *'We go out in the van to Widnes. We have been to Southport, Blackpool and Liverpool'*. She explained that 3 residents can out in the van at a time with 3 helpers.

Another resident told us, *'They are very good. I have been out to Rhyl.'*

We asked one gentleman resident about the activities at the home. He also told us about the recent trips out he has had on the home's mini-bus to Blackpool, Southport and the Trafford Centre. He told us about an upcoming trip out to a pub for a Christmas meal.

It was clear from chatting to residents that they really valued the opportunity to go out from the home on these trips.

We spoke with another resident about her life at the home and she told us she could get up and go to bed when she chose to. She also explained she sometimes chooses to *'spend a day in bed when I fancy it'*.

We saw a member of care staff welcome a family member into the home. He was very friendly and interacted well with the family and resident.

When we asked if anything could be improved at the home, one resident told us that *'it is too expensive, make it cheaper, it's a worry'*, about the fee for living in the home.

A touch screen was available near the main entrance for families and friends to leave feedback. Paper feedback forms were also available. The manager informed us that she has an *'open door'* policy and welcomes resident and family feedback.

Regular monthly *'resident and family'* meetings are held and these are well attended. Healthwatch Halton had been invited to, and attended, one of these meetings in November 2019. At this meeting the manager gave an update to families on issues raised at the previous meeting. Jane also updated families on the new menus for winter and welcomed families to attend for Christmas dinner. We noted at this meeting a willingness by the manager to involve residents and relatives in what happens at the home.

STAFF FEEDBACK

In addition to staff we spoke with during our visit, two members of staff completed our online questionnaire.

We asked what the home did well. They said;

- *We work well as a team. Things had improved a great deal since the new manager started. It's a great home and we all love the residents*
- *Caring and compassionate*

We also asked what could be improved at the home. They replied;

- *It would be nice if we had new carpets and a lick of paint*
- *Environmental upgrades, carpets etc.,*

RELATIVES FEEDBACK

We spoke with 3 residents relatives during our visit and received online feedback from another 3. They were all positive about the changes at the home since the new manager had joined. One relative told us, *'Jane is a very pro-active manager'* and said *'It was extremely difficult for both mum and I when she first came into the care home but Jane and her team did everything to ensure mum settled in and helped me to cope with mum being in a care home.'*

There was praise for kitchen staff from one relative saying, *'My mum is extremely fussy with food and the kitchen staff go above and beyond to make her the food she likes.'*

In the main lounge area, we spoke with a gentleman who was visiting the home. His wife had recently passed away at the home, but he still came in to visit most days and have a cup of tea with staff and other residents. He explained that his wife had been a resident of the home for over 13 months. He praised the carers, nurses, cleaners and all staff for the *'lovely care'* his wife had received. He said his wife had enjoyed the activities and trips provided by the home. He also stated that the end of life care his wife had received at the home was excellent.

We asked if there was anything that could have been improved. He told us that he had looked at several other homes initially and he was impressed with the level of dementia care provided at Beechcroft so was more than happy for his wife to be a resident.

SUMMARY

Beechcroft Care Home is situated in Palacefields, a quiet residential area of Runcorn. It is a purpose-built care home offering residential and nursing care. It is within walking distance of a local bus route, church and shopping area.

The home provides accommodation for up to 67 people and is divided into two units, a nursing unit and a residential unit.

We visited Beechcroft on 27 November 2019 arriving at 10.25am. At the time of our visit the home had 51 residents.

Our previous visit to Beechcroft was in February 2019. Following that visit we highlighted the need for the redecoration of many areas of home. During our latest visit we noted that many of the carpeted areas were still in need of replacement and this did seem to contribute to the odour we noticed on entering the home.

The staff at Beechcroft were very friendly and welcoming to us during our visit. We noted that staff chatted to residents in a relaxed and respectful manner, taking their time and calling residents by their name. We observed staff providing care and support to residents in a dignified and respectful manner.

We were pleased to note the positive feedback, from relatives and residents, about the improvements in care and management at the home since Jane Davies, the manager, had been in post. Members of staff also commented on the improved working atmosphere since Jane had arrived.

RECOMMENDATIONS

- 1.** As part of the ongoing improvements within the home, replace the existing carpets which look 'tired' and in need of change.
- 2.** Add a sign or security measure to the front door to ensure it is locked and not just appear secure.
- 3.** Replace door signs for toilets and bathrooms so they are clear and dementia friendly.
- 4.** Place a copy of the residents and family meeting times near to the signing in book so it is clearer for visitors to see.
- 5.** Have information leaflets/ posters for local organisations on display.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action you intend to take in response, or if no action is to be taken, to provide an explanation of why you do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

SERVICE PROVIDER RESPONSE

Receipt of the report was acknowledged by Jane Davies, manager of Beechcroft.

No response has yet been received to the recommendations

Call us: 0300 777 6543

We're Healthwatch

**Tell us what you think
of local services.**

We're here to help make it better

- Care homes**
- Carers at home**
- Community services**
- Dentists**
- GP Surgeries**
- Hospitals**
- Mental Health services**
- Opticians**
- Pharmacies**



www.healthwatchhalton.co.uk