



## **Madeline McKenna Court**

Widnes

10 December 2019

**Enter & View report**

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## ACKNOWLEDGEMENTS

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Healthwatch Halton would like to thank everyone at Madeline McKenna Court for making us feel so welcome during our visit.

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## VISIT DETAILS

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Home Details	
Name of care home:	Madeline McKenna Court
Address:	7 Caxton Close Widnes WA8 4DY
Telephone number:	0151 424 5272
Email address:	<a href="mailto:Veronica.francisco@halton.gov.uk">Veronica.francisco@halton.gov.uk</a>
Name of registered provider(s):	Halton Borough Council
Name of registered manager (if applicable)	Veronica Francisco
Type of registration:	Care Home
Number of places registered:	23

Healthwatch Halton's Enter & View team:–

- Jude Burrows
- Irene Bramwell
- Rachael Fairbrother

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## WHAT IS ENTER & VIEW

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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 we sent out a short pre-visit questionnaire to the manager of the home. Responses to the questionnaire have been used in producing our report. A link was also supplied to a questionnaire for staff and one for family / friends of residents to give their views.

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## OVERVIEW

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Madeline McKenna Court is a local authority owned care home providing support and care for 23 residents at the time of our visit.

We visited the home on 10th December 2019 arriving at 10.30am.

The home was last visited by Healthwatch Halton in June 2018. At the time, we highlighted a need for more activities to be provided for residents.

During our latest visit, we were pleased to hear that the home has now appointed a part-time activity co-ordinator and a second part-time activity co-ordinator is due to start shortly. This is helping in improving the wellbeing of residents.

We found Madeline McKenna Court to be a warm and friendly care home. The staff were kind and attentive to the residents and treated them with dignity and respect. Great care was given in supplying food and drinks the way residents choose. Residents at the home spoke highly of the care they receive and the staff at the home. The family members we heard from had no concerns about the safety of their family members or the care provided.

*"When a review is undertaken, we come in. They have had some really good activities, such as the Christmas Party. I could cry I love this home so much. It is so caring in here".*

Comment from a family member of a resident at Madeline McKenna Care Home.



## Madeline McKenna Care Home – Healthwatch Halton visit

10<sup>th</sup> December 2019

### Observations

Madeline McKenna Care Home is situated in Hough Green, a residential area of Widnes. It is clearly signposted from the main road and there are bus routes running close to the home. There is parking at the front to the home, including disabled parking bays. We were able to find a parking space on the day of our visit, although they were limited.

The home currently has 23 residents, including some with dementia.

The reception area has some chairs and a side table in it. There was a signing-in book, notice board and also hand gel available.

A second door, with an intercom, leads to the living room. On our arrival, Veronica Francisco, the home Manager, came out to greet us.



The living area of the home was beautifully decorated for Christmas. Many of the residents were sitting in the main lounge around the television. The lounge was clean and bright with lots of comfy chairs. It gave a very homely and welcoming appearance.

Several members of staff were about, giving out hot drinks and completing paperwork. From 8am to 1pm there are 3 care staff and 1 senior on duty, from 1pm - 10pm, 2 care staff and 1 senior and from 10pm - 8am 1 care staff and 1 senior. During our visit we noted that staff spoke kindly to residents and always gave a greeting when passing residents in different areas of the home.

One resident told us, *“The staff are lovely”*, while another said, *“I get on with the staff we have fun with them.”*

A notice board in the lounge, displayed the complaints policy and minutes from a previous ‘Friends and Relatives’ meeting in December 2018. A poster showing several Christmas activities, happening during December, was up on the door. These activities included a

Christmas party and visit from the local Police with their 'Mini Police' child helpers. One resident told us, *"A group of singers came in and sang some hymns and Carols."*

A notice was also up with details of how to contact a Catholic Priest from the local, St. Wilfrid's parish. One person said, *"A priest comes in, about 8 residents attend, he does a little service"*

The dining area was bright and clean. It was laid ready for lunch and decorated for Christmas when we visited. There were tea making facilities available for visitors to help themselves.

There are 3 smaller seating areas around the home with more comfy armchairs and televisions. Books and some games, such as dominoes, were also available. These areas allow residents to sit in a quieter area or watch their choice of programme if they chose to. The first of these areas lights was sensor activated, it was quite dark as the resident was not moving around. The light was flickering on and off.

A hairdresser visits the home once a week and has her own salon room. Residents told us that they enjoy getting their hair done.

The home has outdoor areas with tables and seating. The areas look well maintained, however some of the furniture was well worn.

Residents bedroom were numbered and had a coloured square (red, amber or green) to represent priority need in the case of a fire evacuation. All bedrooms were single occupancy and had an en-suite facility to help promote people's dignity and independence. One resident told us, *"The staff always give a little knock on my door before coming in my room and always say who they are"*

Bedrooms can be decorated to the residents own choice. One resident said, *"We can have any decoration we like in our rooms. They don't mind. I have all my pictures up."*

Another resident told us, *"I like the friendship of other women to talk too and I have my own room with all my personal belongings."*

A cleaner was doing her rounds during our visit and we noted that she was friendly and chatty towards the residents and staff.

The manager explained that all staff, including cleaners are important parts of the team. Cleaners are encouraged to feedback any requests from residents to help shape care plans, alongside other staff. There is a brief history of each resident within their care plans, giving details of where they worked, holidayed and important people in their lives. We were told this acts as a good conversation starter between staff and residents. All staff have an NVQ in Health & Social Care.

One family member said, *"The carers do care, I feel very comfortable speaking to staff. Mum is not well today, but she is well looked after, that is not just care staff but the cleaners. They don't just walk past, so they are all really pleasant, they have had a couple of parties here and my mum has had a really good time."*

Another person told us, *“Absolutely no complaints with the carers they are all amazing and they treat mum with respect, care and dignity. The only issue we seem to have is the need for agency staff to be engaged who don’t always know mums needs.”*

Doors to areas such as bathrooms and storerooms, are labelled on the door. One room was labelled as a bathroom but was being used as a store cupboard at the time of our visit. Veronica explained that the door that room was actually a decommissioned bathroom, no longer in use and it is used to store beds etc.

Our team felt that the signage was not very clear or dementia friendly. They also felt the signs for the fire exits could be clearer.

The home has recently employed an activity coordinator, for 7 hours per week, and has another one due to start shortly who will work 13 hours. They will be offering various activities inside and outside of the home. Veronica showed us files for the residents, where they record activities the residents have taken part in.

The current activity coordinator has got to know the residents very well. She has taken some residents to a dinner dance and will be taking a few to a Christmas party at the local social club. She has done reminiscence work with the residents and Bingo. The cooks have reported to the office that when the activity coordinator has been at the home the residents eat all their evening meal, which we were told was not happening before.

We heard that local children will be coming in with Cheshire police once a week in the run up to Christmas. They are “mini police” and are visiting as part of working with the local community. The children are learning about World War 2 and the residents have been sharing their stories. Veronica told us that this was going really well and it was lovely to hear the residents telling their families all about it.

We asked residents about the activities provided at the home.

They told us:

- *“I think it could be improved through more activities, we had chair exercise she was a good laugh, she tried to get to know us all individually.”*
- *“We sometimes play Bingo.”*
- *“I’m down in the dumps today, as my family is not here yet. I’ve not seen any activities. I would like them as it would pass the time.”*
- *“I go out with my daughter to the clinic and things. I don’t do much else.”*

The three relatives who responded to our ‘family & friends’ questionnaire felt that the home provided a varied range of activities for residents. One person told us *“At the moment there is only one part time activities coordinator, but I believe another position has been advertised.”*

We were told that a Eucharistic minister visits the home regularly to give communion to the catholic residents. A Mass is held at the home every six weeks, all are welcome to attend, including the local community.

We visited the kitchen, where the meals are made freshly on site. The menu changes daily with normally one other alternative available.

We met with the chef who was very passionate about providing the residents with good meals that they will enjoy. He said he was happy to accommodate residents needs and wants. A list of residents' preferences was displayed on the fridges. These were very detailed and not only noted allergies and dislikes but also personal touches such as, how much gravy they like on their meal.

One resident explained, *"If you do not like what is on offer, they will make you something else, it is like home from home it is comfortable."*

The home has found that residents with Dementia eat better on red plates as opposed to white plates. They also encourage residents with dementia to keep their fluid intake up as they often forget to drink, verbal prompts at mealtimes.

A whiteboard, in the corridor, displayed the days meal choices. This was written up in whiteboard marker and was not very easy to read.

Residents can also request refreshments whenever they want. We heard that residents are given plenty of tea, coffee, soft drinks, Ovaltine and hot chocolate during the day. Besides mealtimes the tea trolley goes out three times a day. If a resident is sleepy, staff will prompt them to have a drink. If there are concerns around residents not eating, or drinking, they are referred to the SALT team.

*A resident told us, "I can ask at anytime to get up or go to bed , the staff always ask me 'are you ready to get up yet?' , I often say give me half an hour, I can go to bed when I want. The staff are great, I can ask for drinks and snacks when I need them, they always get you them."*

Hough Green Medical Centre is aligned with the home and cares for most of the residents. A couple of residents have chosen to stay with their own GP surgery. The Manager explained that GP alignment has worked well for the home. A GP visits every Friday and Veronica showed us a list for any queries she has ready for the GP walk around.

Veronica also told us that the 'Red Bag'<sup>1</sup> scheme is now working better, She explained that when residents need to attend Whiston Hospital, and they no longer need to spend hours chasing bags and DNR forms. The information the home receives on hospital discharge can vary from good to not enough information. There is still need for improvement as things can still sometimes go missing.

We were told that all residents have an oral health assessment on arrival and a dentist visits the home.

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<sup>1</sup> The innovative red bag scheme is helping to provide a better care experience for care home residents by improving communication between care homes and hospitals.  
<https://www.england.nhs.uk/urgent-emergency-care/hospital-to-home/red-bag/>



Madeline Mckenna is a recognised 'Six Steps'<sup>2</sup> home for end of life care. The aim of 'Six Steps' is to ensure all patients at end of life receive high quality care provided by organisations that encompass the philosophy of palliative care.

The home uses a purple butterfly symbol on a resident's bedroom door if they are near end of life to remind people to be quiet around the room. The home provides a brochure which clearly details what to expect from it at end of life. Families can, if they want to, stay with their relatives at this time and a bed would be provided.

We asked the manager how residents and their families could have a say on how the home was run. Veronica told us that she positively encourages feedback from residents and families as part of the managers walk round each day. The home holds residents' meetings to which families are invited. They also send surveys out over the Christmas period and collate the information provided. A copy of the complaints policy is displayed in each resident's bedroom as well as in reception. Veronica explained that if a written complaint comes in it is usual to contact the complainant clarifying their complaint and explaining that they should expect a written response to their complaint within 20 days of receipt once an investigation is complete. If the complaint is complex the timescale could be extended. In our 'family and friends' questionnaire we asked if people felt the home encouraged feedback, and it is acted on, and if relatives felt involved in what happens at the home. Three people answered the question, with one responding, 'Yes', one responding 'No' and one person who said they didn't know.

During our visit we asked resident's relatives to rate the how happy they were with the care provided for their loved ones at the home. We spoke with 3 people during our visit and another 3 completed our online questionnaire. All 6 people said they were 'Very Happy' with the care provided.

At the end of our visit we thanked Veronica and the staff and residents for the welcome we received during our visit.

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<sup>2</sup> <https://www.england.nhs.uk/north/north-west-coast-strategic-clinical-networks/our-networks/palliative-and-end-of-life-care/key-resources-and-documents/six-steps-to-success-in-end-of-life-care/>

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## VISIT SUMMARY

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In summary, we found Madeline McKenna Court to be a warm and friendly care home. The staff were kind and attentive to the residents and treated them with dignity and respect. Great care is given to supplying food and drinks the way residents choose. The newly appointed activity coordinator is helping in improving the wellbeing of residents. The people who live at the home, and their visitors, spoke very highly of the care they receive and the staff at the home.

One person said, *“Care is absolutely amazing it is a home from home it’s so nice, me and my sister are happy with mum’s care. The girls looking after my mum are just amazing, they all go above and beyond.”*

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## RECOMMENDATIONS

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- 1.** We picked up on some uncertainty from a few relatives on how to give feedback to the home. We would recommend that the process for giving feedback, a compliment or raising a complaint is regularly promoted to all residents and family members. This should also include details of how comments, complaints or compliments will be acted on.
- 2.** We noted the improvement on the range of activities provided for residents since the introduction of the part-time activity coordinator. We hope the home will expand on these once the second part-time activity coordinator is in post. While many residents praised the increase in activities some still commented that more activities would be nice. Display a list of all upcoming activities to help inform residents and their families of the programme of activities.
- 3.** Look to improve signage around the home, so it is clear and dementia friendly. This should include signs on rooms, bathrooms and the daily menu board.
- 4.** Ensure that resident meetings minutes are up to date and available to everyone.

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.

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## SERVICE PROVIDER RESPONSE

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The following response was received from Veronica Francisco, registered manager of Madeline McKenna Court.

*'Relatives and families feedback is encouraged and captured as part of the managers daily walk around. Relatives know they can speak to the manager and staff about any issue, there is an open door policy and feedback is encouraged.'*

*All fire doors are clearly marked, this was reflected during the independent Fire Risk Assessment we had done. We have just undertaken a big project around fire and health and safety. Our environment officer came to look around the building for any potential areas of combustion and as part of this we have had to remove a lot of signage as they are potentially a fire risk. We have ordered whiteboards however so signs can clearly be displayed.'*

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