



Trewan House

Widnes

21 November 2018



Enter & View report

ACKNOWLEDGEMENTS

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

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.

Healthwatch Halton may, in certain circumstances, enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. In carrying out visits, Healthwatch Halton 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.

Centre Details

Name of care centre:	Trewan House
Address:	335 Dithchfield Road Widnes WA8 8XR
Telephone number:	0151 423 6795
Email address:	Mel.youds@trewanhouse.co.uk
Name of registered provider(s):	Maria Evans
Name of registered manager (if applicable)	Imelda Youds and Peter Evans
Type of registration:	Care Home
Number of places registered:	44

The Enter and View visit was conducted on Wednesday 21st November 2018 from 1.45pm to 3.15pm.

The Healthwatch Halton Enter and View Team were:

- Jane Catt
- Jude Burrows
- Jane Pritchard

Disclaimer

Our report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed.

This report is written by Enter and View authorised representatives who carried out the visit on behalf of Healthwatch Halton.

SUMMARY

Trewan House is a family owned care home located in a residential area of Widnes.

The home currently has 40 residents. The home environment appeared clean and uncluttered and staff were friendly, warm and welcoming.

Residents seemed content and well cared for. While visiting the home we noted good interaction between staff and residents.

The visiting team wish to express thanks to the residents and staff of Trewan House for welcoming us so warmly.

OBSERVATIONS

Location, external appearance ease of access and parking

Trewan House is a two/three-storey family owned care home for older people, located in the Hough Green area of Widnes. The building is a 19th Century Victorian House which was formerly the vicarage of the local Church. The home sits in its own grounds and has been extended in recent years. There are limited parking spaces available in the grounds of the home and further parking on the streets nearby. There is one parking space dedicated as a 'disabled parking' space. There are several high steps to reach the front door. Access to the home for people with mobility difficulties is available through a step free side door. The front of the home is well maintained, clean and tidy with flower baskets and gardeners were in attendance on the day of our unannounced visit.

Initial Impressions (from a visitor's perspective on entering the home)

Entrance to the home is via a locked door. After ringing the doorbell, it was promptly answered and we were greeted with a friendly and welcoming manner. We introduced ourselves, explaining the reason for our visit. Whilst waiting in the entrance hall area we noticed on display was a CQC inspection certificate, Suggestion box, Complaints procedure, fire evacuation plan and a Healthwatch Halton poster. There was also a signing in book which we were not asked to sign. In addition, on display was a decorative remembrance tree.

Jane Catt was invited into the office of the home manager, Mel Youds to conduct a structured interview. Simultaneously Jude Burrows and Jane Pritchard were invited to tour the home by Barbara Gerrard, a senior member of staff.

Internal Physical Environment

During our visit to the home it was clean and clear of clutter; this standard was consistent throughout. The atmosphere within Trewan House was warm and homely.

There is a large lounge area, this space is utilised for a wide range of activities. There is also a smaller, quieter lounge containing a television and books.

There is also a dedicated activity room. This area has books, games, CD's and adult colouring sheets for people to help themselves to. There were photographs on the wall of resident's activities and days out. A photograph calendar with residents on was also displayed, in addition to this a Healthwatch Halton poster was displayed.

Access to the upper floor is via either lift or stairs. Residents doors are all painted in different bright colours and most had residents' photographs displayed on them. Many of the photographs were black and white images of the resident's younger days, alongside their current photograph. We were invited to look in a number of bedrooms; they were clean and bright with en-suite toilet and sink. Residents had decorated their bedrooms to their own taste and many had added family photographs and ornaments. A couple of the rooms are larger which enable these to be utilised by a couple if the need arises'. At the time of our visit a resident used a larger room for himself; at an additional cost. We observed staff knocking before entering a resident's room. One resident had chosen to keep their own bedroom locked. Bedroom furniture can be provided when a resident does not have their own on entering the home.

We viewed some of the communal bathrooms and shower rooms. They were clean and odour free. One of the shower rooms was noticeable cold.

Residents' social and emotional and cultural welfare

We were shown the lounge area where a lot of residents were taking part in activities. An Activity Coordinator was running a game of Play Your Cards Right and residents also had some percussion instruments. One resident we spoke with told us, "*We do activities most days, yesterday we did Tai Chi*".

The residents we met with seemed very happy and full of life. They chatted and joked with each other and our visiting team. It was clear that strong friendships had been formed by some of the residents. One lady told us about a recent birthday she had celebrated, "*my birthday was superb, a total surprise*". A list of upcoming resident birthdays was displayed in the activity room and a poster on the wall said Happy Birthday to a resident who had a birthday that week. One resident explained how they enjoyed living in the home and were looked after well.

A list of upcoming activities was timetabled on the wall, of the activity room, this included tai chi and a weekly mass. The Senior told us that resident's families can join in activities and some come to tai chi even after their family member has died. Days out are

arranged using local taxis to places such as the Liverpool Museum. A Christmas menu was also displayed for a 3 course meal planned for December.

Visitors include a local Ukulele group and school children singing. The home also access' the reminiscence boxes through Halton Library Service. Previous visitors have also included, a variety of singers, owls and miniature pony.

Resident's physical welfare

The residents we met looked well and happy. They were all appropriately dressed. We noted that a fire safety register was hanging near to the fire exit. The reception area also had an emergency information book near to the main entrance. A notice asking visitors to refrain from entering the home if they were suffering with any viruses or bugs was also displayed in reception. There was a hand gel dispenser, at the mail entrance, but it did not appear to be working on the day of our visit.

A therapist visits the home to offer massages and treatments. Residents can choose to take part at a small charge. A nail technician also visits interested residents and two ladies enjoyed showing us their manicured nails.

The sluice and medicine rooms were kept locked by staff. The medical record room looked clear and organised, the door was unlocked and open.

Menus are circulated the day before and residents can have a choice. If a resident does not wish to have something on offer they can be provided with an alternative of their choice.

Residents have access to an outside enclosed garden and regularly visit the park opposite the home.

Mel was asked about any problems with medication and hospital discharge. She explained no issues had occurred that she had not already dealt with satisfactorily at the time. The home does use the Red Bag¹ scheme and there has been no loss of information during hospital discharge process.

There are 11 residents with the homes nominated GP and the others have chosen to keep the GP they were registered with prior to living at Trewan House. There is a visiting option who provides annual checks. When issues around dental care arise, residents are either seen within the home or attend the dental practice. The home is looking into the possibility of doing a routine annual visit from a dentist.

¹ The Red Bag Pathway is designed to support care homes, ambulance services and the local hospital meet the requirements of NICE guideline NG27: Transition between inpatient hospital setting and community or care homes. A red bag is used to transfer standardised paperwork, medication and personal belongings and stays with the resident throughout their hospital episode and is returned home with resident. The standardised paperwork will ensure that everyone involved in the care for the resident will have necessary information about the resident's general health, e.g. baseline information, current concern, social information and any medications, on discharge the care home will receive a discharge summary with the medications in the red bag.

Residents can access the NHS chiropodist every 3 months or can choose to pay privately if they wish to be seen sooner.

Staff Support Skills and Interaction

The interactions we witnessed between staff and residents were very positive. Staff spoke to residents in a friendly and respectful manner. It was evident during our visit that there are good relationships in place. We saw one member of staff reading to a resident in the quiet lounge whilst another watched TV. The staff member had a lovely, friendly manner towards the residents and engaged with the people in the main lounge as well as the quiet room to include everyone. When asked about their views on the staff a resident told us “*lovely, everyone is lovely*”. The staff appeared to have time to spend with residents and seemed to know them as individuals.

We asked Mel what information residents receive on arrival at the home. Her answer was “*The terms and conditions are left in their rooms in an envelope and lots of hugs*”. Both the manager and the staff show genuine respect and warmth to the residents. In addition to this when the resident first arrives at Trewan House they are shown around by a member of staff. They are provided with the complaints process. A care plan is also produced and the family are asked to complete a ‘*My Life Story*’ photograph book detailing the residents life. This is particularly effective for conversation starters and if a resident has dementia.

The staff ratio is 1:8. In the morning there are 5 carers and 1 senior staff member. In the afternoon 4 carers and 1 senior staff members. There are 3 staff members through the night. There are also two kitchen staff, 2 activity co-ordinators, 2 housekeeping staff and a member of staff for laundry. New members of Staff are offered to attend the care certificate though most have NVQ Level 2 in Care.

Facilities for and involvement with family/friends

A sign was displayed in the activity room with the dates of planned friends and family meetings. The list was up to date. The Senior explained that residents can have visitors at any time, but they do have protected meal times and posters were on display to explain this. Some family members were in the home at the time of our visit. We were shown an upstairs lounge that is used when the hairdresser visits and Barbara explained that this is sometimes used by families to have get togethers for special occasions. When a resident is receiving end of life care their family is welcome to stay in the home with them and the home provide the family with refreshments during this time.

RECOMMENDATIONS

1. Paint the edges of the steps to the main entrance in a contrasting strip such as yellow for ease of identification.
2. Ensure all visitors sign the signing-in book on arrival.
3. Ensure the medical record room is locked when not in use.
4. Continue exploring the possibility of implementing an annual visit by a dentist to the home.

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 they intend to take in response, or if no action is to be taken, to provide an explanation of why they 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

With reference to the recommendations:

- We are investigating ways to colour the edges of the steps and our Maintenance person will be undertaking this soon
- Staff have been reminded to ensure all visitors sign the signing in book on entering and leaving
- The staff office is used consistently throughout the day from 7am to 6pm. We will ensure that staff close and lock the door outside these times
- We have a dentist who is willing to conduct an annual oral health check, but we are currently collecting the relevant information from families to facilitate this

Peter Evans, Trewan House

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