

## Enter and View Report

### Hartford Hey Residential Home,



Care Home Contact Details:

**Manorial Road South,  
Parkgate, South Wirral,  
Cheshire  
CH64 6US**

**Date of Visit: Monday November 5<sup>th</sup> 2018**

**Time of Visit: 2 p.m.**

**Healthwatch Cheshire Authorised Representatives:  
Andrew Pleass and Pat Clare**

**Hartford Hey Staff Present: Bridget Rowland**

## What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

**Contact Details:** Healthwatch Cheshire, Denton Drive, Northwich, Cheshire, CW9 7LU Tel: 0300 323 0006

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### 1. Description & Nature of Service -

**Owner:** Hartford Hey Ltd

**Person in charge:** Denise Carmichael (Manager)

**Local Authority / Social Services:** Cheshire West and Chester Council ([click for contact details](#))

**Type of Service:** Care Home only (Residential Care) - Privately Owned , Registered for a maximum of 28 Service Users

**Registered Care Categories\*:** Old Age

**Single Rooms:** 22

**Shared Rooms:** 3

**Rooms with ensuite WC:** 13

**Facilities & Services:** Day Care • Own GP if required • Own Furniture if required • Pets by arrangement • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Television point in own room

*(Information from [carehome.co.uk](http://carehome.co.uk))*

Hartford Hey is a privately owned residential home which is registered for 28 residents, although in practice the providers restrict intake to 25, as three designated double rooms are mainly used as larger single rooms. The home comprises two former semi-detached, four-storey Victorian houses which have been converted into a single residence.

Residents are a mixture of Cheshire and Wirral funded and self funded individuals.

The home is located in a quiet, secluded residential street, close to the Dee estuary and within easy walking distance of local facilities.

**Latest Care Quality Commission Report on Hartford Hey:** The last CQC inspection was in September 2017 ([CQC report dated 14 October 2017](#)) at which it retained a GOOD rating in all report categories.

The improvements from the previous inspection were credited to the new manager.

Previous Healthwatch visits took place in 2014 and 2016 which both obtained a positive impression of the facilities and service provided.

Current occupancy is 23 residents of which four are male; residents' ages range from 76 years to two ladies aged 102 years. One other lady will celebrate her 100<sup>th</sup> birthday on Christmas Day.

## **2. Acknowledgements**

Healthwatch Cheshire would like to thank the service provider, care home manager, residents, visitors and staff for their contributions to this Enter and View visit.

## **3. Disclaimer**

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit.

## **4. Purpose of the visit**

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of residents, family members/friends and staff
- To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website

## **5. Introduction/Orientation to Service**

Entrance to the home is via a secure entry door beyond an enclosed, covered porch, which had been the main entrance to one of the former houses.

A notice in the latter points visitors to the new entrance. The doorbell was answered by a Team Leader, Debbie Topping, who welcomed us pleasantly and took

us to the manager's office, where we were offered us drinks and chatted to us whilst we waited for the arrival of the Responsible Person, Bridget Rowland.

Bridget introduced herself as the Managing Director of the home, her parents are the owners and providers of Hertford Hey Ltd., and in response to our query, explained that the Registered Manager, Denise Carmichael, has currently 'taken a break'.

## **6. Methodology**

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by Representatives:

- Direct observation of interactions between staff and residents
- Participant observation within therapeutic/social activities where appropriate
- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors

## **7. Summary of Key Findings**

- The residential home offers a home from home with a family atmosphere
- We visited three occupied rooms and two vacant rooms
- We spoke to one family and one relative visiting residents and also spoke to three residents in their rooms.
- We Saw four members of staff and spoke in detail with Manager/Responsible person

## **8. Detailed Findings**

**8.1 Location, external appearance, ease of access, signage, parking** - The home is easy to find and is clearly signed, in a secluded setting at the end of a quiet residential road. There is a car park at the front of the building for five or six cars and additional parking at the side for four vehicles. On street parking is available on the road outside.

The front gardens are neat and tidy. All windows are modern and double glazed.

There is a covered porch and a more recent extension to the rear.

**8.2 Initial impressions (from a visitor's perspective on entering the home)** - The main door was locked and we were signed to a side door. The bell was answered promptly and we entered a narrow corridor with a notice board displaying the CQC registration and current rating and a five star food hygiene rating.

There was a hand sanitiser.

We were not asked to sign a visitor's book (we forgot to ask about this).

There was a resident's lounge on the right, a large kitchen on our left, which looked clean and tidy. We were invited into a small office.

There were no unpleasant smells in the home despite the proximity of some rooms to the kitchen no cooking odours.

There was a display of photographs of resident's activities.

Throughout the visit, all areas looked clean.

**8.3 Facilities for and involvement with family/friends** - Visiting hours are flexible with no obvious restrictions. Families can take residents out for visits to local amenities, which are a short walk away in Parkgate.

There is no separate visitor's room but there are two resident's lounges plus a pleasant conservatory leading to the rear garden.

We spoke to one lady who visits her husband each day and has lunch with him. He has Parkinson's disease and moved here eight weeks ago because she was concerned that the care he was receiving in his previous care home was not what she wanted.

She is very happy with Hartford Hey commenting, *"I liked the feel of the place. I have no worries (here) at all. The staff are wonderful. The food is excellent. Staff always greet me by my first name."*

When asked if she was kept informed about her husband's welfare she said, *"If, when I visit, he is slightly unwell, staff always meet me at the front door to warn me."*

Another new resident was being visited by her extended family. They had chosen this home because it was family orientated and was less 'hotel-like' than others.

Their mother loved her room which was large and newly decorated.

The third resident we spoke to, had a large room with all her own furniture.

**8.4 Internal physical environment**

**8.4.1 Décor, Lighting, heating, furnishing & floor coverings** - Decoration appeared in good order throughout the home, pastel coloured walls with plenty of pictures displayed. Communal rooms (dining room, lounges, conservatory) were brightly lit and at a comfortable temperature.

The narrow corridors and 'irregular' layout - typical of an older building - gave a slightly claustrophobic feel at times and on the dull November day of

our visit, some of the upper floor corridors appeared a little dark when lights were not switched on.

Bedroom dimensions varied, but all visited had external windows and the larger bedrooms at the front of the house were very spacious. Twelve bedrooms have en-suite facilities (toilets and washbasins).

The bedroom furniture that we saw appeared in good condition.

Bridget commented that 20 beds are now profile beds. (Multi-adjustable) and some rooms are also fitted with pressure mats warning staff of falls or movement at night.

Bridget further commented, *“When rooms become vacant, the opportunity is taken to redecorate, refurbish and refurnish them.”*

There was evidence of this with the smell of fresh paint in one vacant room and in the recently refurbished room of the resident who was a new arrival.

Ground floor areas have wooden flooring. Corridors and bedrooms are carpeted.

The quiet lounge was occupied by approximately five residents all apparently enjoying an afternoon nap.

The furniture here all appeared in good condition.

A further five residents and a female visitor were in the other main lounge, either watching television or engaged in puzzle type activities.

This lounge also contained a budgie cage and fish tank and the room itself extends into the conservatory where the Managing Director’s two dogs were resting.

The dogs were said to be popular with all but one resident.

A TV screen connected to a wii-computer games player was located in the conservatory. We were told that the wii games were said to be popular with some residents.

**8.4.2 Freshness, cleanliness** - The home appeared clean and fresh with no unpleasant smells. There are bathrooms, showers and toilets on each floor. All appeared perfectly clean and were well-maintained and decorated.

Hartford Hey has its own laundry room. A daily laundry service is maintained. Each resident has its own marked laundry box: garments are washed, dried, ironed and returned on the same day.

**8.4.3 Suitability of design** - The layout is slightly confusing for a first time visitor. Bedrooms are located on four floors in both halves of the building with seven bedrooms located in the extension on the ground floor to the rear of the right hand building.

Thirteen rooms in total are currently en-suite (toilet and wash basin) but planning permission has been granted to build a new extension to the left rear building, which will be a mirror image of the existing extension. When complete this area will contain seven additional bedrooms and a new dining room. It will allow all bedrooms in both extensions to be fitted en-suite. On the downside, the new extension will inevitably reduce the size of the rear garden.

Corridors can be narrow but do appear to allow sufficient room to manoeuvre walking frames. Bathrooms have hoists, toilets have supports and walk-in showers are available to assist with mobility issues.

Signs are well displayed indicating toilet and bathroom facilities. Communal rooms are clearly marked as are resident bedrooms with names and a picture.

## **8.5 Staff support skills & interaction**

**8.5.1 Staff appearance/presentation** - Staff organisation structure and names are displayed on Hartford Hey website. Care staff consists of three team leaders and eleven Health Care Assistants (HCAs).

Bridget Rowland is the only qualified nurse. Additionally there are three domestic staff, a maintenance man and a; soon to be filled; vacancy for a cook. - An appointment has been made for which DBS references are awaited.

Bridget Rowland is currently undertaking all the cooking duties. All staff seen were wearing uniforms, but not name badges. All were very approachable and friendly, introducing themselves spontaneously by name as we met them.

Staff work three shift rotas; three work 8.00am to 3:00pm; three work 3.00pm to 10.00pm; two waking staff work 10:00pm to 8.00am - checking residents every couple of hours.

We were told that the home does not have any difficulties with recruiting staff - most of whom live locally.

**8.5.2 Affording dignity and respect/Approach to care giving** - Observed staff interactions with residents were friendly and courteous. A key-worker system for each resident is operated; key-workers are involved in individual care plans and reviews. Hartford Hey operates a '10 POINT DIGNITY CHALLENGE' for staff to ensure dignity and respect for each individual.

Bridget stated that, **“All staff are thoroughly background checked and vetted for suitability before appointment. DBS checks are currently awaited for three potential new staff members.”**

### 8.5.3 Effective communications - alternative systems and accessible information

- As previously stated, bedrooms and communal areas are clearly marked as are fire escapes.

Pictorial notice boards are visible for daily menus and weekly activities but menu is out of date. A regular newsletter is published and is available to view on Hartford Hey website. Representatives did note that the last edition available to view on the website is dated Spring 2018.

## 8.6 Physical Welfare

### 8.6.1 Appearance, dress, hygiene - All residents seen, whether in bedrooms or in communal areas, were properly and appropriately dressed.

All appeared clean and well looked after.

Showers and bathrooms are available and are regularly used.

### 8.6.2 Nutrition/ mealtimes and hydration -

All food is prepared and cooked on site.

Fresh produce is delivered daily.

The previous chef recently retired so Bridget Rowland is currently undertaking the role.

A part-time cook is imminently awaiting appointment, but Bridget still intends to cook two days per week.

She is currently considering whether to appoint an additional part time catering assistant

A copy of the week’s menu is displayed. Residents choose meals in advance, but alternatives are always said to be available.

Food was described by several residents as **‘Excellent’** or by indicating **‘thumbs-up’**

A staff member was observed bringing an afternoon tea trolley to residents in their bedrooms.

MENU PLAN				
Week Beginning - Monday 29 <sup>th</sup> October 2018				
Please offer alternatives if service users don't want the set menu.				
Day	Breakfast	Dinner	Tea	Meat Temp
Monday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Cottage pie or steak & onion pie Cauliflower & sprouts Sponge and Custard	Fish fingers & potato waffles Or homemade vegetable soup Trifle	
Tuesday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Minted Lamb dinner or Pork chop & onion Apple pie and ice-cream	Pulled Pork or Corned beef hash Mince & mandarin	
Wednesday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Beef stew with beetroot or Hunters chicken with sliced potatoes & salad. Pineapple sponge & custard	Quiche & salad Or Cheese omelettes Lemon sorbet	
Thursday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Chicken sweet & sour or Braising steak & onion with Cabbage & carrots and potatoes stewed apple and custard	Sausage rolls or Cheese & onion pasty Ice-cream waffle	
Friday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Fish, chips and peas Or sausage egg & chips Rice pudding	Assorted Sandwiches & soup American pancakes & fruit	
Saturday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Liver & bacon or Beef meat balls Green beans, Broccoli, Mashed potatoes Rhubarb crumble & ice-cream	Pizza Hain salad Yoghurts	
Sunday	Porridge, Cornflakes, Assorted cereals, Grapefruit, Prunes, Yogurt, toast, Boiled Egg, Fresh juice, Tea or Coffee	Roast Chicken dinner, stuffing, with roast potatoes, cauliflower, green beans & carrots chocolate sponge and custard	Assorted sandwiches Jelly & Eggs	

**Menu for the week**

The dining room was naturally lit and spacious with tables and place settings for approximately half the residents at one time. Most residents were said to take meals in their rooms but some like to have breakfast in their bedroom.

Alcoholic drinks are available if required. Some residents like to take wine with their evening meal, one has a whisky at night and one likes a Guinness

**8.6.3 Support with general & specialist health needs / Maximising mobility & sensory capacities - Though not specifically registered,** Hartford Hey is not does accommodate residents who have early onset dementia. In addition - if someone's needs can be met the home will provide end of life support. Although Bridget Rowland is a qualified general nurse, nursing care is provided by district nurses.

Medical cover is provided by local GPs from Neston and Willaston. Individual medicines are kept in locked cabinets in resident's rooms.

## 8.7 Social, emotional and cultural welfare

**8.7.1 Personalisation & personal possessions -** Personalisation of rooms is evident through photos, pictures ornaments etc. One lady had brought her own items of furniture and another lady who previously shared a double room in the home with her late husband has kept his bed in the room as a reminder of him

The home is said to be 'pet friendly'. Although no resident's pets were seen, family members do sometimes bring in pets to see their relatives.

**8.7.2 Choice, control & identity -** Residents generally did give the impression that they were able to exercise a degree of choice over their care and what they were able to do at the home.



*Pictures painted by residents were displayed in the dining room.*

**8.7.3 Feeling safe and able to raise concerns/complaints** - All residents spoken to felt confident to bring any issues to management’s attention. They all expressed confidence in the manager to sort matters out quickly.

**8.7.4 Structured and unstructured activities** -



*The displayed activity timetable.*

There is no designated activities coordinator. Therefore, resident activities are organised and managed by the care workers as it is felt that they have a better and closer understanding of individuals’ interests and preferences.

A weekly activities schedule is published which consists of a mixture of communal activities (sing-along, bingo, quizzes) and individual pursuits (e.g. chair exercises).

Approximately 50 % participation in activities at any one time was said to be typical. We didn’t see any activities taking place at the time of our visit.

Local excursions are organised periodically but no programme is in place currently. Several residents are regularly taken out by relatives. Not many are sufficiently mobile to venture out by themselves.



*Two posters from previous events.*



Some local entertainers have visited in the past including a ukulele band and a pianist. Representatives understand that a pantomime activity is planned for Christmas.

**8.7.5 Cultural and religious needs - St Vincent de Paul from a local Church visit residents.**

We were told that 'End of Life' care plans are in place and reviewed regularly.

**8.7.6. Gardens - To the rear of the property there is a large level gardens with a green house.**

Ample seating is available and a new gazebo will be provided in the summer. If the extension is built, it will though take away a sizeable piece of garden.



*Bridget told us that she plans a redesign to include an original water pump and well which is still functional.*

**9. Additional Areas of observation**

**9.1 Elements of observed / reported good practice -** The re-design of the website is very good. It includes photographs which show the areas which are important to future clients. Apparently referrals are normally by word and mouth and from local GPs.

## 9.2 Other observations / findings of note applicable -

Residents and visitors, with which we engaged, were without exception happy with the care and service provided and spoke very highly of staff members.

There is no reason for disagreement with CQC reports and previous Healthwatch observations although we did not really have the opportunity to discuss in detail issues such as Key-worker care provision, staff initial- and refresher- training etc.

We were unable to spend any time with members of staff as they were occupied elsewhere.

## 10. Comparisons

**10.1 Comparisons of observations against providers website** - This has a discrepancy at time of writing with the website section on staffing in which states they have two chefs in place.

## 11. Recommendations

- No reason was given why the front entrance was not in use. First impressions are important so a more spacious entrance hall with an obvious visitors book would be preferable
- Fresh flowers are always preferable to plastic ones. Consider asking local supermarkets to donate unsold flowers for the entrance hall and dining room tables.
- Encourage local schools and volunteers to visit especially important for residents who do not get many visitors.

### Feedback from Provider of Service

*I was happy with the arrangements prior to the visit. We were informed via A4 letter which was displayed on residents and visitors notice board in ample time prior to the unannounced visit.*

*Staff and residents felt very happy with the visit and all stated that it was friendly and unobtrusive.*

*We felt that the visit was professional and helpful.*

*Response to recommendations:*

- *We do not, as noticed, use the large main front door to the building for entrance. The reason for this is that we currently have 3 authorised Dols (Deprivation of Liberty Safeguards) in situ. The door is alarmed so that if anybody opens it from the inside the alarm goes off. The main door is also used for evacuation in the event of a fire and must not be*

*locked - hence the door alarm.*

- *The front door at the side of the building has a coded access which family members, health visitors and residents have access to.*
- *With regards to the comments regarding encouraging local schools to visit - We always do try to work closely with the schools and every year we take a student for work placement.*
- *The year before last we had the young school children in singing and chatting with the residents, but last year and this year we haven't had much success with this as there is so much involved from the school's point of view re risk assessments and paperwork involved etc.*
- *We are hoping that Neston Primary school will agree to bring the children's choir before Christmas to entertain the residents.*

*DENISE CARMICHAEL - REGISTERED MANAGER 19/11/2018*