

**Enter and View
report**

1st August 2019

**Clifton House
Residential Care
Home**



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1 Introduction

1.1 Details of visit

Details of visit:	
Service address:	Hutton Avenue Hartlepool
Service Provider:	Clifton House Residential Home
Date and Time:	1 st August 2019
Authorised Representatives:	Margaret Wrenn, Judy Gray Bob Steel
Contact details:	Healthwatch Hartlepool

1.2 Acknowledgements

Healthwatch Hartlepool would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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

2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.



Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

2.1 Purpose of Visit

- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives and any ideas they may have for change.

2.2 Strategic drivers

- Dignity & Wellbeing in Care homes is a priority of Healthwatch Hartlepool

2.3 Summary of findings

We were warmly welcomed by the Manager Lisa Judson, who also introduced us to her two colleagues Carol Rumble, Deputy Manager and Nicola Dixon who provides Admin support. The Home had been rated Good by the CQC who had carried out an inspection in January this year.

On entry the Home seemed very busy, and there appeared to be lots of staff on duty, some of whom were playing musical bingo with the residents in the lounge. They all seemed to be thoroughly enjoying themselves, they all looked smart, clean and well-cared-for. The staff also looked smart in their new uniforms. We observed good interaction between staff and residents.

We were shown into a sitting/ dining room to speak to the manager and her two colleagues. There was a slight musty odour in the room, which we couldn't quite identify at that time. Work was being carried out at the back of the building and on the roof at our visit.



2.4 Results of visit

About the home: - Owned by Mr. Hardeep Gill.

There are 27 beds and 21 residents at present. All residents are from Hartlepool. The Home provides personal care and is residential only.

The Home is dementia friendly and fourteen of the residents have a definite diagnosis of dementia, and two more are awaiting diagnosis. All the staff have attended Pippa Snow's seminar "Gems" (living with dementia) and all felt it was inspirational. It was felt too that they now look at those with the illness in a totally different light, and feel much more confident about how to treat those residents with this particular illness.

There are 30 staff members altogether, 21 care staff - 11 seniors level 3, 12 level 2 - training ongoing and 3 Managers.

Staffing levels Days: - 4 staff + 1 split shift, (7-11am and 4-7pm) + Management.

Staffing level Nights: - 2 permanent staff and Management on rota call.

Qualifications: - Managers: - levels 5, 4, and 4 updated.

Staff turnover: - Low. Manager L Judson has 20 years' service with the Home.

Staff Training: - Dementia training "Gems" discussed, plus all mandatory training given. There are incentive payments for senior carers. Minimum wage for carers.

Activities Co-ordinator - 20 hours per week + carer for Wednesday. Altered for weekends if necessary.

Daily activities - structured unless asked otherwise. Special occasions - birthday, garden and Christmas parties.

Areas of interest: - Arts and crafts, gardening, cake decorating.

Safety and Security

Safeguarding procedures - Teeswide policies and procedures followed. DoL's numbers low, renewed as necessary

Access to building

Wheelchair access both sides of the building to the rear.

Trips and Falls: - Falls team, and evaluation.

Personal possessions and money is locked in a filing cabinet in the office. Everything checked by two members of staff, and signed off. Locked drawer provided in some of the bedrooms.

Emergency/Evacuation procedures: - Nurse calls, personal evacuation plans and fire safety visits by Fire Brigade staff 6 monthly.

- Wellbeing - Resident contact with GP's and Community Matrons: - Staff phone SPA (Single point of access) there is a new score used wherein the



staff check resident's temperature, pulse and respirations. This information is given to the Community Matron, who will decide whether a GP needs to be involved at this stage.

- Trips and Falls - shoes are worn during the day, not slippers.
- Medication management: - There is a medication champion, she orders medication for residents, and does a weekly audit. Things may change in September when requesting medication is taken out of the hands of local pharmacies and is the responsibility of the patient, or in this case, staff in the Home where they live. Senior care staff gives out medication. Gillian Smith CCG Pharmacist may suggest options regarding prescription medication. We asked regarding medication sent to hospital when a resident is admitted, but they are not always returned. Red Bag Scheme - Bob Warnock Senior Clinical Professional, Out of Hospital Care, North Tees & Hartlepool NHS Foundation Trust and staff members are able to ask his advice.
- Oral Hygiene: - Dentures not always sent to hospital with resident because they frequently get lost. The same rule applies to hearing aids. Carers monitor and clean dentures.
- Feeding, hydration and diet: - 3 weekly menu available, with an added healthy option, this has been quite successful. Also audited 3 weekly.
- Washing and bathing frequency and timings: - Residents choose a bath or shower, weekly or possibly daily, key worker deals with this. There is no bathing undertaken overnight.
- Other Issues: - Residents' meeting, where outings are discussed. Paul's travel used for these.
- Contact with family members: - Staff have a good rapport with families, and they can visit at any time. Relatives may stay with those on end-of-life care if they wish, but when not present, a staff member will stay with the dying resident (this is standard practice in this Home)
- No thermometer available to check the temperature of the rooms.

Complaints/Compliments

- There are not many complaints, and they are usually trivial, there is a 6 monthly survey carried out on these.
- Information written in the Comments book about the Home and the staff, is very complimentary.



- Any other comments/observations: - Use of mobile phones by staff members whilst on duty is not permitted. They are left in the office. Senior staff members carry a company mobile phone to be able to contact other members of staff in case of emergency.
- We asked the Managers whether there were any residents we shouldn't approach at this visit, for safety or medical reasons, and took their advice regarding this.
- We spoke to eight residents at this visit. Unfortunately, there were no visitors to whom we could refer.

Independence

There is a film room, sensory board and games. All of the residents are encouraged to join in whatever is going on at the time.

- Most of the residents felt that they could go to bed and get up when they chose; only one person said they fitted in with the staff.
- All felt that they were well supported when moving about and getting out and about when required.
- The majority had personal things in their rooms, and some chose to be involved with deciding on the decoration, one said it wasn't needed, and one declined the offer to be involved.
- All friends and relatives can visit at any time. One resident thought the home was too far away for friends and relatives to visit. (Thinks Hartlepool is fifty miles away)
- None bothered to vote in elections any longer, mainly due to lack of interest.
- All but two of the residents had family who handled their finances for them.

Dignity and Privacy

- All residents but one said that staff knocked before entering their rooms.
- Five were given assistance with dressing and bathing/showering, for three residents it was not necessary. All were able to bath or shower when they wished, again with three saying it was not necessary at the moment.
- All were called by their preferred name.
- None practiced their religion, four said no, one not religious one not needed and two not applicable.



Food and Nutrition

- Two said the choice and quantity of food was alright, four said it was good and two it was very good.
- All said they enjoyed their meals, there was always plenty to eat, and they could choose where to have them, one resident chose to have hers in her room. Only one resident said they weren't sure.
- Special note was taken about hydration, and there was a hydration station in the lounge, which staff could easily access. Residents were asked whilst we were visiting if they would like drinks. Cups of tea were available with their meals if required.
- There was also access to snacks throughout the day, and biscuits with cups of tea, but not many of the residents seemed to want to take advantage of extra snacks between meals.
- Staff were available to assist with meals if necessary, but those residents to whom we spoke did not require help in this direction.
- Healthy food options were available, and some of the residents enjoyed the choice, but one resident preferred the ordinary menu.

Involvement and Respect

- All of the residents felt that the staff were respectful and polite, one resident remarking that "If they weren't she would tell them off"
- Concerns that were raised either by family or residents were dealt with, and things were explained in a way that was easily understood. Although ideas were sought about improvements to the Home, most of those we asked said there was no need, or they weren't sure.
- When asked if the staff took time to listen to them, one resident said "Yes, they were like family" one said "If you want" six more agreed that they did. One resident's daughter took her out regularly.
- Some of the residents knew how to make a complaint or offer a compliment, some said their family would deal with that, and two had never had to!

Safety and Security

- Seven of the residents knew what the fire alarm sounded like and knew what had to be done. One resident did not. When asked if they felt safe using



equipment such as hoists and frames all except one said they did, one lady felt nervous, but there was always staff to help and support them if needed.

- All of the residents felt that their personal possessions and money were safe, and some of their families handled their finances.
- There were no hazards observed during our visit - the building had been a large old house converted to a Care Home, so some of the rooms were small, some had en-suites attached, but all that we observed were light, clean and well decorated, including the bathrooms and toilets.

Health and Wellbeing

- All residents had regular access to GP's, opticians or dentists as required, via the Care staff.
- Most of the residents felt that staff asked them how they were and if they were happy with their care except one.
- If their needs changed, we asked if they were involved in making decisions, but two didn't know, four said yes and two said the family dealt with that.
- We were very impressed with the content of the questionnaires which were returned. They were very positive about the Home and the staff, and highlighted good practice in all of these areas.
- We asked if they were encouraged or assisted to exercise, and two said it was difficult sometimes as they were only just able to get around the home, but two said yes, and one lady went out the Salvation Army Hall with her daughter where she enjoyed dancing.
- The Managers and staff are determined to keep the Good rating given by the CQC in January this year, after the Requires Improvement rating given in 2018.
- Our thanks to the Manager and her colleagues for their openness and honesty in answering our questions at this visit, we were impressed both with what we observed and the information which we given.

2.5 Recommendations

- If or when problems arise regarding residents' admissions to or discharges from hospital that these are referred to Healthwatch Hartlepool



2.6 Service Provider Response

Email Sent: 06 September 2019 16:56

Hello Stephen

Thank you for receipt of our Healthwatch report following our enter and view Healthwatch visit on 01/08/19. Please see below information for factual inaccuracies. Could you please advise if I need to provide response to Healthwatch report now or once the report is finalised? I look forward to hearing from you.

Photograph on front is not Clifton House Residential Home.

Service Provider is Clifton House Residential Home not Clifton House Care Home

Section 2.3 page 4 Please correct name of Deputy Manager from Claire Rumble to Carol Rumble.

Page 4, 2nd paragraph - All staff have had training based upon Pippa Snow's 'Gems', provided by a Community Psychiatric Nurse attached to Intensive Community Liaison Services, Clifton House staff did not attend the seminar given by Pippa Snow.

Section 2.4 Oral hygiene - we were asked a direct question - do we send residents to hospital with or without their dentures? The Healthwatch visiting team said that they are aware that some homes do not send residents to hospital with their dentures as they get lost. We acknowledged that dentures and hearing aids do not always return to the Home with the resident, but we did not say that we routinely send residents to hospital without them.

Page 7, 2nd paragraph - Senior staff members carry mobile phones to be able to contact emergency services quickly.

Kind Regards

Lisa Judson

Clifton House Residential Home

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2.7 Appendix 1

Questionnaire for Relatives/Carers - Clifton House

A. Independence

1. Are you happy with the variety of activities and the amount of exercise offered to your relative?
 - Yes 6
 - Activities are well managed. In terms of exercise, due to immobility this is not so relevant.
 - Could do with more exercises. Activities when Becky is here are very good, e.g craft, painting, quizzes and music sessions.
 - Yes, we are. X enjoys most activities and exercise
 - Not applicable as he is bedbound but was happy when he was mobile.
 - Very happy
 - Very happy, plenty of activities going on each time I visit.
 - Activities always ongoing, but my relative chooses not to participate.
 - Yes, the variety of activities on offer are fulfilling to my mother. It helps her to continue doing the art.
 - Yes, extremely happy. Mam is enjoying a variety of group activities daily. She has been able to enjoy her love of dancing and music again.

2. Does your relative have a choice of when to go to bed and when to get up?
 - Yes 9
 - Not sure
 - She can go to bed anytime and get up when she wants to.
 - Again, not really applicable but used to be very varied on going to bed and getting up (always catered for)
 - My relative can go to bed when she wishes, also can get up when she wants to.
 - Yes, the staff assist my mam when she requests.
 - Yes, the care is very resident centred and individual likes/needs are given consideration.

3. If your relative has an interest e.g. gardening/art – are they given the opportunity to enjoy this?
 - Yes 6
 - N/a due to dementia
 - N/a
 - Relative changes what she likes daily, but yes, she has opportunity.
 - X loves to draw and is encouraged to do so whenever she wants to.
 - Yes absolutely
 - No real interests at present.
 - Yes, my mam loves the art and continues to draw.



- My relative joins in activities that she did not do at home which she did not do at home. This she enjoys and it keeps her occupied.
- Yes, mam enjoys sitting in the garden, quizzes, sing a longs, dance etc etc.

B. Food & Nutrition

1. Is the food varied, plentiful and well presented?

- Yes 7
- Mum has no complaints
- The food is very good with plenty of nutritional value. She has gained weight since coming to Clifton House.
- The food is excellent!
- Lovely food, plenty of choice, always well presented.
- A variety of good home cooked meals.
- Mam enjoys her food. The meals are excellent and varied and are served in pleasant, relaxed surroundings. Staff are always available to support her if required.

2. Has your relative the choice of where to eat his/her meals?

- Yes 12
- She can sit wherever she wants but likes to be with her friends.
- My relative chooses where to eat her meals, conservatory, dining room etc.
- Yes, she likes to go to communal room.

3. Is assistance available if required?

- Yes 11
- The staff are able to help anyone if and when required.
- Assistance always on hand if required. 2
- Staff assist my mam when she requests.

4. Are there sufficient drinks available?

- Yes 8
- Always
- Yes, personal drinks brought in too such as juice, water and coffee.
- They get any amount of tea and coffee when required as well as soft drinks any time during the day.
- The staff bring drinks every two hours.
- Plenty of drinks always on hand.
- Yes, staff always offer drinks and hydration stations are available.
- Yes, regular drinks are served. Both hot and chilled drinks are always available.

5. Are any health issues (e.g. diabetes) addressed?

- Yes 9
- Yes, if any concerns all staff let family know immediately.
- N/a



- X was suffering with stomach ache and was given medicine after which she was fine.
- All health issues are dealt with as soon as they arise.
- When concerns are raised actioned through community matron.
- Yes, mam had a skin break on her leg on admission. Staff immediately contacted the District Nurse, now healed and quality of life has improved.

C. Involvement/ Respect

1. When you visit, have you noticed staff talking to your relative?

- Yes 9
- Yes, always plenty of interaction
- Very much so
- The staff are always talking to residents and always welcome families.
- Staff always talk to my relative and she enjoys this company.
- They are always talking with residents
- Yes, mam was only with them for a short time and they all knew her well and treat her as an individual.

2. Do they treat them with respect?

- Yes 9
- Certainly
- They all love her
- They treat everyone with respect which is what we all need.
- Very much so, they treat everyone with great respect.
- The staff always treat my relative with respect. 2

3. Try to involve them in activities?

- Yes 10
- There is an activities lady who helps everyone to join in.
- Yes, always activities are daily.
- My relative is always encouraged to join in activities if she wishes.
- Informed of all activities on offer and my mam always joins in.
- Mam enjoys joining in activities. If she needs help or support to join in staff give it.

4. Are they aware of the needs/mood swings of your relative?

- Yes 12
- Yes, and they treat her accordingly.
- They know the personalities of each resident.
- Staff are very aware.

5. Do they assist where necessary but encourage where possible?

- Yes 9
- Always promote independence



- Assistance is given if necessary
 - She is encouraged to do things for herself, but staff are always there if needed.
 - Always try to boost his mind.
 - They always assist.
 - Yes, they encourage independence in areas in which mam has capacity.
6. Do they attempt to explain if a new situation arises?
- Yes 9
 - Always 2
 - Very much so
 - If anything new comes to light I am told about it and it is dealt with by carers and management.
 - They are very clear if a new situation arises.

D. Health & Wellbeing

1. Are you happy with the personal care given to your relative?
- Yes 12
 - Mam often needs reminding about her personal hygiene. Staff help.
 - Very much so.
 - X is very happy with personal care and gets plenty of assistance when required.
2. Are they clean (nails, hair, teeth, etc) and offered the chance to bathe often?
- Yes 10
 - Mum has a bed bath every day.
 - Everything is available for her in Clifton House, she only has to ask.
 - Yes always
 - Uses walking frame and is happy with this.
 - Mam is well cared for; her hygiene standard is excellent.
3. Are their clothes their own and clean?
- Yes 12
 - Yes, and laundered daily.
 - Very clean and smell fresh.
 - Yes, her clothing is very well cared for.
4. Do they have their own spectacles; hearing aids etc?
- Yes 10
 - Yes, regular eye test
 - Yes spectacles 2
 - She has her own glasses and if she mislays them the staff find them for her.
 - Yes, staff ensure they are always worn when needed.
5. Is medication given on time?
- Yes 14



- Not on medication at present.

E. Safety & Security

1. Do you think your relative is safe and secure?
 - Yes 7
 - Yes, my mother feels safe and secure with staff at the home.
 - Definitely 2
 - Very safe and secure 4
2. Does he/she appear to be happy using equipment such as hoists and walking frames?
 - Yes 9
 - As happy as is possible
 - Uses walking frame and happy with it.
 - Mum is looked after well, not keen on hoist.
 - Doesn't use any equipment.
 - Very happy
 - Yes, no problems, staff support her when needed.
3. Are there always staff available to help and support?
 - Yes 11
 - Yes, within the limitations of staff numbers.
 - The staff are always there for help and support. 2
 - Always there when you need help.
4. With regard to personal articles are you happy that your relatives belongings are safe?
 - Yes 13
 - Yes, they have their own rooms and X is very happy with this.
 - Yes, all my mother's items are in her room.

F. If their needs change

1. Are you told about this?
 - Always 3
 - Yes 7
 - Yes, regular updates
 - Yes, as soon as anything occurs 2
 - Yes, staff update me of any changes/concerns.
2. If able, is your relative involved in decisions?
 - Yes 9
 - Staff always ask in advance
 - Sometimes
 - Sometimes, dependent on herself and how bad her conditions are.
 - She is involved in all decisions.
 - Where possible and my relative understands.



- Yes, she is given choices and encouraged to make decisions if possible.
3. Are you involved in any decisions about their care?
- Yes 13
 - Yes, almost all

G. Complaints

1. If you are not happy or have an issue of concern, do you know to whom, how and where to pass on your complaints?
- Yes 9
 - Yes, I would see management.
 - No response 2
 - There is a clear procedure in this regard.
 - Senior manager and CQC
 - Yes, I have been given the Complaints Policy. I have been encouraged since mams admission to discuss any concerns mam or I have manager and staff at any time.

Any other comments

- Management and staff are always available and very helpful and friendly at all times.
- Clifton House is a homely and friendly nursing home with staff that support the needs of the residents effectively and efficiently (within the limits of the number of staff on duty.) I would have no concerns recommending it to others.
- All concerns are dealt with quickly and efficiently. Delighted with environment, my mother feels safe and happy here. All staff are caring and friendly, this is the best home in the town.
- Mum has been in the home for just over 2 years. The staff love her, and she is very much cared for and looked after. All staff are very helpful and very friendly. My mum is not able to do much for herself now but is very alert. The staff do everything for my mum, and I know she is very happy. We visit at least once a week, would go more but I suffer from ill health too.
- The manager and staff at Clifton House provide excellent care for my relative. Nutrition and health issues are addressed proactively and promptly. She is always clean and well-presented although she is reluctant to participate in activities, she is always given the opportunity to join in. The family are involved in decisions about her care and staff demonstrate a holistic approach which is most appreciated. Staff are always cheerful and willing to spend time listening to my relative patiently and in a caring manner during times when she is upset and anxious.
- Due to recent illness I have not been able to see my mum for over 3 months. It was killing me, but I regularly checked in and got full reports from the staff. Once I got to visit her, she was so content and happy which put my mind totally at rest, all thanks to the good all-round care she receives. Her trousers need to be upped a size due to the good food, a good old-fashioned menu!
- Very happy with this care home. Staff are excellent, all very caring and very kind. Nothing is too much trouble for them. If I was awarding points it would be 10 out of 10!



- I think Clifton House is the best place for X. She is happy and has put some weight on since she came here. We can't fault the staff they are fantastic with all residents and nothing is too much bother for them. The management keep a close eye on everything going on at Clifton house and change things if they think something isn't right. In my opinion this care home deserves 100% for caring about residents and families.
- Dad has been in the home for some time now and is very settled. Originally, I think he thought he was in hospital, but after a stint in hospital he now calls it home. Dad interacts well with staff on all levels from the management team to the cleaning and catering staff and both he and I find everyone extremely capable and ultra-friendly (it feels like home).
- I am very happy with the care my mam receives from all the wonderful carers. Nothing is a bother to any of them and they all have a wonderful manner with all the residents. The home is spotlessly clean, and the food is 5 stars. The manager Lisa and Carole (admin) are always there for mam checking she is ok. In my mams words to quote – "I love it in this home"
- I find all the staff at Clifton House to be friendly, kind and considerate. I have no misgivings regarding my mother's welfare in their care.
- My relative is settled in Clifton house. Was very lonely before coming to stay. She always has plenty of company and I do not worry that she is safe anymore as I am sure she is. Staff always keep in contact with relatives if any changes. All staff go above and beyond their roles at Clifton house to care for the residents. It is a lovely atmosphere when walking in, one big happy family. I never feel I am not welcome or have visited at a bad time ... very satisfied!
- My relative has learning disabilities and over the last two years there have been periods when she has been very difficult to care for due to mood swings, aggressive behaviour etc. our family are extremely grateful for the management and staff at Clifton house for their care, support and understanding, enabling her to remain at the home despite some episodes of extremely challenging behaviour.
- When I visit my mam, I am always greeted in a polite manner and shown where to go. The staff are always very friendly, so too the management. My mam is always clean, and clothes pressed nicely, and staff always offer her assistance when requested. The home is always clean and tidy and when you walk in the smell of home cooked meals is delicious. I have offered them if I come in at lunch time.
- Clifton House offers a comfortable and extremely caring environment to mam. All staff are caring, kind and very pleasant to mam and visitors. She has been content and relaxed since the day she was admitted. She is now enjoying a quality of care in a way she was unable to do at home. As her daughter Clifton House and its staff have enabled mam and I to enjoy quality time together and given me peace of mind that she is receiving the best possible care she could have and which she deserves.

