

28th June 2023

Visit to
Clifton House
Residential
Care Home



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Healthwatch Hartlepool Clifton House Care Home Enter and View Report

Visit to Clifton House Care Home June 28th 2023

1. Introduction

In March 2020 Healthwatch England instructed all local Healthwatch organisations to follow government guidance and stop all face to face engagement with the public, including Enter and View visits. This prompted local Healthwatch organisations to develop other ways in which the delivery of health and care services could be observed and monitored. This was partially achieved by the development of virtual visits which enabled limited, but valuable insight into the delivery of services in health and care settings.

With the gradual lifting of Covid restrictions it has become possible to reintroduce face to face Enter and View visits and our visit to Clifton House is our first visit conducted fully in line with pre-covid visit arrangements. This allowed us to return to our normal practice of giving the service provider a two week window during which the visit would take place rather than a set date and time.

However, health and safety concerns are still paramount, and learning and practice develop which occurred during the pandemic have been incorporated into our visit procedures. This includes the continued use of visit risk assessments and conducting pre-visit discussions with the Home Manager online rather than in person.

The visit was conducted by a three person visiting team and was preceded by a virtual discussion with the Home Manager and staff from Hartlepool Borough Council's Commissioning Team. The visit followed parameters and safeguards mutually agreed by all parties which were formalised in a Risk Assessment which can be found in Appendix (i).

Details of visit

Details of visit:	
Service address:	94 – 96 Clifton Avenue, Hartlepool, TS26 9QP
Service Provider:	Finest Care Limited
Date and Time:	28 th June 2023
Authorised Representatives:	Margaret Wrenn, Bernie Hays and Lynne Humphries
Contact details:	Healthwatch Hartlepool, 1st Floor, Greenbank, Waldon Street, Hartlepool, TS24 7QS

2. Background – Clifton House Care Home

Clifton House is a large well-appointed house near to the centre of Hartlepool offering accommodation in 28 single rooms, 14 of which have private ensuite facilities. At the time of our visit the Home had 21 residents. It is registered to provide residential and dementia/EMI care for people aged over 65. Resident facilities at Clifton House include two lounges, a large conservatory and a dining room. The Home was last visited by Healthwatch Hartlepool in August 2019.

3. Aims of the Visit

Our overall aims were –

- To gather feedback from residents and family members of their impressions of care provision at Clifton House and how it has evolved since the Covid pandemic.
- To gain insight into the day to day provision of care within the home and the service provided including specific support for residents who are living with dementia.

4. Methodology

The visit to Clifton House was conducted by Healthwatch Hartlepool and as mentioned in the introduction, the visit was our first semi-announced visit since the relaxation of Covid 19 restrictions. It was delivered within parameters agreed with the Home and the Commissioning team of

Hartlepool Borough Council and required considerable preparation and planning. The visit process commenced with an on-line discussion with the Home Manager at which the arrangements for the visit were discussed and agreed.

This was followed up by a three-person visit to Clifton House which took place during the morning and early afternoon of June 28th. The visiting team initially familiarised themselves with latest Healthwatch England guidance on conducting visits and most recent government guidance relating to Covid precautions when visiting residential care homes.

In addition to the visit, a questionnaire was also made available for family members to complete during a three week period around the date of the visit. A copy of the questionnaire and a summary of responses can be found in Appendix(iii)

During the course of the visit, the visiting team spoke to 7 residents, 2 visitors the Care Home Manager, Deputy Manager and one staff member.

5. The Visit

On arrival at the Care Home, we were warmly welcomed by Lisa Judson the Care Home Manager and Carol Rumble Deputy Manager. We signed the visitors book and showed her our lateral flow tests (all negative). We thanked her for completing her manager's questionnaire (a copy of the completed questionnaire can be found in Appendix ii) and explained that we need not take up her time asking those questions. The questionnaires that the family members completed were given back to us, and then returned to Healthwatch. We did ask her if there was anywhere in the home that we should avoid for any special reason, and Lisa advised us to avoid certain rooms as those residents were receiving palliative care.

We immediately noted a lovely atmosphere, it is a small compact home (Old House) with four floors and narrow corridors (passageways). Only one wheelchair access at a time, but it is reasonably easy to get around. Most of the staff are trained in dementia care. Those left are to be trained at the next dementia training session). Those residents with dementia are spread throughout the home.

The home accepts patients from hospital and the community for rehabilitation to promote their independence.

6. Independence

Residents and relatives all agreed that there were plenty of activities on offer. We observed eight ladies in the lounge making jewelry. One lady who was on respite care stayed permanently in her room and did not join in any of the activities on offer. All of those asked agreed there was choice in their daily routine.

There was always staff support, for those who needed assistance in moving about if required.

Personal items and choice of decoration in their rooms are encouraged, and relatives are able to visit at any time.

All the residents have the choice of voting if they wish. However, one resident said that they had always voted, unfortunately this year they were not asked. They realised that voting was taking place by watching the TV. The resident chose not to say anything to staff or family members as did not want to make a fuss. (Discussed with Lisa.)

All had a choice in handling their own money. Usually, most family members dealt with their finances, but one resident to whom we spoke handled their own money.

7. Dignity and Privacy

All agreed that staff always knocked before entering their rooms and residents informed us that they could bathe or shower as often as they wished. Assistance with dressing and bathing was always provided discreetly to those who required it.

One residents' relative said that their family member always look immaculate whenever they visit.

They all agreed that staff call them by their preferred name. All residents can practice their own religion if required. One residents' family member takes them to church when they wish to attend.

The "This is Me" booklet (statement) is in each resident's care plan. This identifies their likes and dislikes, and any other information pertaining to that resident that would be useful in making their stay enjoyable.

8. Food and Nutrition

Six residents agreed that the choice, temperature, quality and quantity of food were fine. One resident stated that “it was okay but not for them”. Another resident who had previously had covid, had lost their taste at the time, but it has since returned.

All seven residents said that they could choose where to eat but were encouraged to go into the dining room. There is always plenty of water and other drinks available. (Hydration Stations, throughout the home).

Five residents said that they enjoyed their meals, one resident said it varies and one said the staff encourage them to eat more.

Healthy food options are available. One resident’s relative brings in salad and fruit but the resident said there were healthy options such as salads on the menu. There is access to snacks and drinks throughout the day and assistance with feeding and drinking is also available if necessary. One resident said, that “Denise the cook makes lovely fresh fruit drinks” and she is waiting for her to return from holiday.

9. Involvement and Respect

All staff are respectful and polite. The relatives said, “The staff all love J”.

All agreed that any concerns raised are dealt with. (Suggestion box available).

The residents and families said that things are explained in an easily understood way, and when staff have time, they talk to us and listen to us talk about the things we like.

All said that they know how to make a complaint or give a compliment. In the main their relatives deal with it. Staff also support residents with day-to-day tasks.

10. Safety and Security

One resident who was lying in bed, requested the Healthwatch member to assist with their Zimmer frame so they could get safely out of bed. The member explained that we would inform a member of staff to assist. (Informed Lisa, who said they would deal with it).

Residents feel safe when using equipment, such as hoists and mobility aids and there were always staff there to help and support if necessary.

Lisa Judson (manager) explained that she is a qualified "Train the Trainer" in manual handling.

In the main personal possessions were safe in rooms. One resident had lost her bag and phone on transfer from another home. Discussed it with Lisa and she explained that a family member was going to the previous home to collect the items.

Some residents were not aware of what the fire alarm sounds like. Discussed with Lisa who explained that they are practiced on a weekly basis but would ensure that they knew about it at the next practice session.

All residents and relatives agreed that they felt safe and secure within the home.

11. Health and Wellbeing

The care leader updated the resident's care plans monthly, and ensured reports by staff members were completed daily.

All residents agreed that the staff asked how they were feeling and if happy with their care. They are also encouraged/ and assisted to exercise.

If the residents' needs change, families are informed and involved in decision making along with Health Professionals and relevant outside agencies.

Lisa takes advantage of every source of help available from all Health Professionals i.e., GP,'s opticians, dentists and Pharmacists when required. This also applies to staff training.

All residents agree that if they rang for attention, staff are available on each floor. They will attend as quickly as possible.

The hairdresser attends the home weekly and is kept busy by the residents, ensuring they always look their best.

12. General Comments and Observations

All residents have a key worker, who ensures that have a bath or shower when they wish, and that their clothing is kept clean and in good repair.

They also observe any changes in mood or demeanor and advise or update the Manager as and when necessary.

We found there was plenty of stimulation, pictures, which the residents had all contributed to, the family tree, and flowers. The activities coordinator (Jo) was very enthusiastic about helping those with dementia, regarding their ability to join in. She tries to pitch the activities to their abilities as often as possible. She is always looking for new ideas to stimulate the residents.

The staff were very aware of the importance of the residents' fluid intake. Fluid charts were kept for each resident and completed as and when necessary.

Hydration stations were available in various locations within the building.

At the end of our visit when we returned to speak to Lisa and her deputy. We explained that we were very impressed with all that we had seen and been told by both residents and their relatives. They were all in agreement, particularly about how wonderful the staff were, and how pleased they were with the level of care, and interaction between staff members and residents and relatives. They could not speak highly enough about the home, which was very uplifting to hear.

We asked for clarification of the Home's policy concerning staff mobile phone usage whilst on duty. We were told that staff were not permitted to have their phone with them when on duty apart from exceptional circumstances (such as the illness of a family member) during which it would be allowed.

It was noticeable that the residents all looked clean, well-cared for and happy.

One of the members mentioned the fact that there was no hand sanitizer gel in the container near the lift, and Lisa explained that the pack sizes of the gel no longer fit the containers, and she is sourcing other makers for an alternative. Hand gel is available in bottles if required.

13. Summary of visit.

Although the building is two older houses combined, and it can be difficult to find a way around, it is easily accessed, and wheelchairs are maneuvered around by the staff with a great deal of care.

In some communal areas there was a need for updating of decoration at some point in the future.

Residents' rooms were bright and cheerful.

There are reminiscence and memory events held, where residents look at old photos, watch old films and listen to music and songs, in which they join with alacrity.

In the garden, there is a large wooden hut which was erected during Covid, which is now to be repurposed so that the residents can use it to enjoy their leisure time when outside, especially in the sunny weather.

14. Recommendations

We feel that the only recommendations we can make at this time is for the manager and staff to keep up the good work that is going on at the home at present and to update the home decoration in the near future.

15. Appendices I - Risk Assessment

1 HEALTHWATCH HARTLEPOOL

2 COVID RISK ASSESSMENT- ENTER & VIEW VISIT

Location of Visit Clifton House

Assessment Prepared by Stephen Thomas

Date of Assessment 05/06/2023

Date of Visit Between June 20th and July 4th

Date Checked and Agreed by Home Manager

Comments – DRAFT Risk Assessment for proposed Enter and View visit to Clifton House between June 20th and July 4th by Healthwatch Hartlepool

3

<p>What are the hazards/risks associated with the visit?</p> <p>What could happen?</p> <p>Please list</p>	<p>Who is particularly at risk?</p>	<p>What precautions or existing control measures are presently taken?</p>	<p>Risk of accident/dangerous occurrence of non-compliance</p> <p>High/Medium/Low</p>	<p>Actions</p>
<p>Risk of infection (Covid, Flu or other) from members of the visiting team</p>	<ul style="list-style-type: none"> • Residents • Staff • Family members and other visitors 	<p>Pre-visit Precautions</p> <ul style="list-style-type: none"> • The visiting team will be limited to three Healthwatch Hartlepool E&V representatives. • The visitors will be fully up to date with Covid vaccinations 	<p>High</p>	<ul style="list-style-type: none"> • Pre-visit virtual meetings with Home Manager (or designated representative) and HBC Commissioning Team to agree visit protocols and parameters.

	<ul style="list-style-type: none"> E&V visitor 	<ul style="list-style-type: none"> If available, the visitors will have had the annual seasonal flu vaccine. Visitors will take a Lateral flow test on the day of the visit and provide proof of a negative outcome to the Home Manager before the start of the visit. The Home Manager will provide HWH with any relevant H&S policies which the visitor is required to be aware of and observe during the visit. The visitors will attend a pre-visit virtual meeting with the HWH Development Officer, Home Manager (or designated representative) and HBC Commissioning Team representative to agree final visit H&S arrangements and protocols. 		<ul style="list-style-type: none"> HWH Development Officer to ensure that visitor presents all relevant vaccination documentation prior to the visit and that it is made available to other parties on request. Visitor to ensure they have undertaken a Lateral flow test prior to the visit and that evidence is provided of a negative outcome. Visitor to attend any virtual preparatory meetings with HWH Development officer, Home Manager (or designated representative and HBC Commissioning Team) as required. Home Manager (or designated representative) to provide HWH with copies of all relevant Covid and general H&S policies prior to the visit
Risk of infection (Covid, Flu or other) from members of the visiting team	<ul style="list-style-type: none"> Residents Staff Family members and other visitors E&V visitor 	<ul style="list-style-type: none"> Visit Precautions On arrival at the Home, the visitors will present evidence of positive lateral flow test outcome and their HWH Identity Card. The Home Manager (or designated representative) will provide a full briefing around H&S requirements which the visitor will be expected to follow during the visit. The visit will be limited to communal areas and 1:1 discussion with residents, family members or staff. If required, visitors will wear PPE in line with the policy of the Home and any 	High	<ul style="list-style-type: none"> Identification of best practice to ensure risk minimisation at pre-visit virtual meetings. Agreement of strict set parameters within which the visit will be conducted. Development of pre-visit questionnaire for residents' family members and visitors to minimise the need for face to face contact. Cancellation of visit if the home reports an outbreak (Covid, Flu, sickness/diarrhoea etc)

		<p>underpinning legislative requirements during the course of the visit, including mask, gloves and apron.</p> <ul style="list-style-type: none"> • If the Home reports an outbreak (Covid, Flu, sickness/diarrhoea etc) the visit will be postponed. 		
<p>General Visit Safety measures</p>	<ul style="list-style-type: none"> • Residents • Staff • Family members and other visitors • E&V visitor 	<p>General Requirements</p> <ul style="list-style-type: none"> • The visitors will dress in a manner which minimises infection risks (e.g., short sleeved shirt, no jewellery except wedding ring) • Visitors will display their Healthwatch Hartlepool ID badge at all times. Failure to do so will bar them from taking part in the visit. • Visitors will observe all general H&S policies and practices of the Home and any instruction they receive from home staff during the visit. • The visitors will have completed the full HWH E&V training programme, have a recent and verified DBS check. • The visitors will notify the HWH Office that they are safely home at the end of the visit. 	<p>High</p>	<ul style="list-style-type: none"> • HWH Development officer to ensure the visitor is aware of and compliant with all policies, procedures and requirements relating to the conduct of the visit • Visitors to contact HWH to confirm safe arrival home on conclusion of the visit. • Healthwatch Hartlepool Development Officer to ensure that the Home Manager is fully aware of the legislative parameters which govern the conduct and delivery of Enter and View visits

Appendices ii - Management questionnaire



Discussion Questions For Manager – Clifton House

A. About The Home

- Owners?
Clifton House Residential Home is a family run business since 2004. The owner/provider of Clifton House residential Home is Mr Hardeep Gill.
- Number of residents/beds?
Clifton House has 28 registered beds, due to 1 bedroom being used for management office, 27 beds are available at Clifton House. Clifton House currently has 21 residents.
- Registration, what services are you registered to provide?
Residential care for 65 years and over
Dementia/EMI for ages 65 and over
- Dementia friendly? (Examples of support for residents with dementia,)?
Yes, Clifton House is dementia friendly, all residents are provided with effective care that helps them make best use of their abilities, residents are treated responsively, particularly as their needs change as dementia progresses. Each resident has a person-centred care plan which identifies how their needs are met. All care staff are trained in dementia care and complete dementia training annually. Heavily patterned carpet in one of lounges replaced to a plain carpet, activities for cognition, fiddle muffs, rummage boxes tailored to dementia needs, reminiscing, rummage boxes, signage, safe flooring, good lighting, minimal mirrors, communication boards/cards, backdrops to remind of seasons, date and weather board, personalised frames on doors to help recognition of their own rooms. Permanent flag of King Charles to remind residents of new king, staff identity badges, dignity plates and utensils.
- Specific Care needs of residents (eg living with dementia)?
Communication needs, assistance with diet and nutrition, tailored activities. Managing behaviours.

B. Staffing

- Number/types of staff?
Clifton House has 40 staff which consists of
1 Manager
1 Deputy Manager
1 Care Leader/ management support

28 Care staff

Activity Co-ordinator x2 (1 full time activity co-ordinator and 1 part time activity co-ordinator who is also part time care assistant)

Domestic staff - 3

Kitchen Staff - 4

Handyman - 1

- Staffing levels day/night?

There are 4 care staff on every shift during the day.

There are 2 care staff on overnight and 1 care staff on call if needed.

- Staff Qualifications (including managers)?

Manager has Diploma level 5 Diploma level 5 for Health and social care for children and adults.

Deputy Manager – NVQ 3 in Health and social care, currently ongoing with Diploma level 5 for Health and Social care for children and adults.

Care Leader – diploma level 3, ongoing with Diploma level 4 in Health and Social Care.

Care staff have NVQ level 2 in Health and Social Care - 19

Care staff have NVQ level 3 in Health and Social Care – 6

2 care staff commenced care certificate.

1 care staff ongoing with level 2

- Staff Turnover?

Clifton House has had a higher turnover in staff over the last 2 years compared to previous years due to the Covid-19 pandemic, poor health, career progression and retirement.

- Staff training mandatory/optional? (for example, dementia awareness and safeguarding)?

All staff complete annual mandatory training such as Health and Safety, Fire Safety, Manual Handling, First Infection Control, Food Hygiene and Safety, safeguarding Adults, MCA/DOLS. Clifton House also has person centred and optional training which staff have completed relevant to their roles which includes Dementia, End of Life Care and Advanced Care Planning, Falls Awareness, Nutrition and MUST, Hydration and UTI Prevention, Skin Integrity and Pressure Damage, Equality and Diversity, Bedrail safety, Dysphagia, communication, managing behaviours that challenge.

C. Activities

- Activities Co-ordinator?

Clifton House have two activity co-ordinators (one full time activity co-ordinator and one part time activity co-ordinator who is also our dementia champion). Clifton House also have care staff that can step into the role of the activity co-ordinators when they take annual leave to carry out activities with residents and often carry out impromptu activities with residents.

- Daily activities?

Clifton House has a daily activities planner with suggested activities for the day, however if residents ask for a different activity to what is arranged, those requests are accommodated. Residents include a range of activities which include bingo, jewellery making, arts and crafts, jigsaws, darts, skittles, quizzes, reminiscing, pampering sessions, flower arrangements, board games, snowball fights (with use of fake snowballs), exercises, singing and dancing, crossword puzzles, wordsearch puzzles, nuts and bolts, rummage boxes.

- Special occasions?

Residents thoroughly enjoy celebrating special occasions, the most recent celebration we have celebrated at Clifton House was the King's coronation which included art and craft activities to building up to the King's coronation, residents thoroughly enjoyed making their own crowns and some decorations for the King's coronation, staff celebrated the Kings Coronation with residents by watching the King's Coronation with the residents, after the Coronation of the King, we had celebrations for the King's coronation which included a party to celebrate which included themed activities, residents thoroughly enjoyed themed bingo and enjoyed singing and dancing throughout the day. Clifton House Celebrate all occasions throughout the year, residents particularly enjoyed themed activities and celebrations over the festive period at Christmas, the activity residents enjoyed the most over the festive period was participating in photo shoot and making their own personalised calendars for their family members. Residents also enjoyed remembrance themed activities with use of arts and crafts. Residents enjoyed bringing the beach to our Clifton House Garden during last summer with use of paddling pools and sand. As sad as it was for residents when queen Elizabeth died, residents enjoyed activities to celebrate and reminisce about Queen's Elizabeth's life, residents also thoroughly enjoyed queen Elizabeth's jubilee celebrations. Residents have enjoyed entertainment throughout the year with Yvonne the vintage singer booked regularly throughout the year.

- Do you find out about your residents' areas of interest and try to accommodate them?

Clifton House finds out about residents' areas of interest during pre-admission, care and support plans and completing life histories with residents to enable residents' interests in accordance with their abilities, wishes and preferences.

D. Safety and Security

- Safeguarding procedures?

Clifton House has policies and procedures in place for safeguarding residents from abuse or harm which show how Clifton House protects residents from abuse or harm in line with its legal requirements and best safeguarding practice. All staff have read and signed safeguarding policies. Staff are aware

of Teeswide Safeguarding Adults Board guidance. This is displayed on the notice board for staff to refer to. All staff complete annual safeguarding training. Clifton House ensures that all new employees have been checked against Disclosure and Barring Service.

- Access to the building?
Clifton House provides a comfortable, homely environment that is safe and easy to use for residents, their relatives, visitors and staff. Clifton House provides wheelchair access with ramp/slope to the rear of the building to enable wheelchair access.
- Trips and falls?
All staff receive annual training for falls awareness and prevention. Staff have read and signed falls policy. Each resident is assessed for falls risk on admission. Effective falls prevention measures in place. Clifton House works closely with Hartlepool Borough Council falls prevention team ensuring part 1 falls prevention tool is completed after each fall and part 3 falls review tool is reviewed after each fall and during monthly review and sent to falls prevention team following each fall.
- Wheelchairs and other equipment, management, and use?
Mobility equipment such as hoists, slings and wheelchairs are checked during weekly inspection by my manager. Mobility equipment is serviced every 6 months under LOLER by Spearhead. Policies in place in relation to mobility and equipment reviewed annually, or sooner as changes occur, policies read and signed by staff. Premises and operational risk assessments in place, reviewed by management every 6 months.
- Personal possessions and money?
Clifton House has management of resident's money and possessions policy which has been read and signed by staff. Clifton House takes all possible steps to ensure residents are protected from abuse, neglect, and self-harm, including protection of their money and financial arrangements. When a new resident enters the home, their ability to manage their finances is assessed and any concerns about their capacity discussed fully with resident, relatives, GP, social worker.
- Emergency/evacuation procedures?
Fire safety policy read and signed by staff to ensure that as far as possible, fires are prevented and that in the event of a fire, staff, residents, and visitors know what to do and how to react. Fire evacuation procedure in place which worked very effectively with our on 03/03/23 which we received excellent feedback from Cleveland fire brigade about. Weekly fire drills carried out and practice evacuations carried out with staff. Annual fire safety training carried out with Curve Learning.

E. Wellbeing

- Resident contact with GP's and community Nurses?
We have regular contact with residents GP and community matrons. A weekly update is provided to care co-ordinator at Chadwick practice who assists with relevant referral and putting resident forward for weekly MDT if required and assisting with hospital discharges if applicable. Clifton House carries out regular NEWS observations of residents to monitor for changes to health, NEWS observations are carried out if there is an obvious change to a resident's health and a prompt referral to community matron to request visit.
- Medication management?
Medication policy read and signed by senior care staff. NECS good practice care home medication tools used for compliance and good practice. Weekly medication audit carried out by medication champions. Monthly medication audit carried out by manager. Six monthly quality assurance visit by specialist medicines optimisation technician Lauren Thomson, last visit from Lauren fully met in all areas. Manager regularly observes senior care staff for compliance and good practice for administration of medication.
- Oral hygiene/dentistry?
Clifton House recognises that good dental health is vital for the well-being of residents and that a health mouth and teeth are important for speaking, chewing and for general overall health. Oral health needs information is obtained at pre-assessment stage where possible. Each resident has an oral health assessment in place which is reviewed each month. Residents are prompted and assisted to maintain good oral hygiene. Referrals are made to dentist when required. Oral health is included with resident's personal care plan and reviewed monthly by key workers. Most care staff have completed Oral health training with NTHEA.
- Eyesight and hearing?
Residents' eyesight and hearing needs are obtained during the preadmission stage to enable these needs to be put in communication section of care plan. To ensure each residents communication needs are addressed and met according to their individual care plan. Residents receive annual eyesight tests by Vison call. Referrals are made audiology as required when there is a change in needs.
- Podiatry?
Fetching feet attend Clifton House every 8 weeks to attend to residents' toenails, last visit by Fetching feet was 26/05/23.
- Feeding, hydration, diet and support offered to residents?
Clifton House understands the importance of adequate nutrition and hydration and ensure that all practical measures are taken to ensure residents benefit from a high standard of nutritional care. The provision of a healthy, nutritious, and balanced diet based on choice and quality and food safety is vital importance for the health and wellbeing of residents at Clifton

House to ensure that residents benefit from having food that is of high quality, is well presented and nutritionally sound and to ensure that dietary needs of residents are supported. Residents' information about their nutrition and hydration needs are obtained during the pre-admission assessment stage. Residents are assisted with nutrition and hydration needs in accordance with their assessed needs, Menus are reviewed regularly and changed with feedback from residents. Residents' food choices and preferences are respected. Food and drink are presented in a manner that is appealing and attractive. Mealtimes are relaxed with residents provided with plenty of time to enjoy their meal and socialise. Staff help residents to be independent as possible when they require assistance with feeding and will work to ensure their dignity while they are doing so. Eating difficulties are identified within each resident's nutrition care plan and a plan of assistance agreed, both with resident and relatives. Residents have hot and cold drinks made available throughout the day and are accessible throughout mealtimes and throughout the day. Hydration stations in place which some residents use independently and staff encourage with residents not able to access hydration station independently. Residents have fluid and diet charts which care staff record daily intake for nutrition and hydration, staff ensure that residents drink their recommended daily fluid intake identified on their fluid chart in accordance with their weight, fluids are encouraged when it is identified resident may be below recommended daily fluid intake. When a resident is having a poor diet intake, SALT referrals are completed and sent to SALT team, regular discussions with dieticians with residents at risk of poor nutrition and hydration.

- Washing and bathing, frequency, and timings?
Residents are assisted with personal care and dressing including bathing and showering in accordance with their assessed needs as identified within their personal care plan. Each resident is assisted with personal care and dressing twice daily and assisted with bathing and showers at frequency preferred by resident, which ranges from 1 -3 times weekly.
- Building temperature?
Thermometers in place to ensure the home is a comfortable temperature for residents ensuring the home's temperature is between 18Oc and 20oc however some residents choose to have their room at a higher temperature as their preference.

F. Other issues

- Residents and decision making?
To develop care and support plan, Clifton House will ensure that the person can consent to the arrangements being made. If it is evident that the person might lack the mental capacity to consent, Clifton House will ensure a capacity assessment is carried out. The person is involved as fully as possible

in the assessment receiving the support of an advocate if required. Clifton House does not assume that a person lacking capacity cannot engage in decision making.

- Contact with family members?
With the lifting of the Covid-19 legal restrictions, Clifton House has been able to re-establish its open visiting policy. Residents enjoy regular visits from their friends and family. The use of What's app was introduced during Covid-19 pandemic and continues to be a good source of communicating with families. Family members are provided with regular updates by telephone. Email or during their visits.
- Complaints/compliments procedures?
Clifton House has effective systems in place for complaints. Clifton House has complaints policy read and signed by staff. Complaints procedure located on notice board and included within residents' terms and conditions on admission of residents which are read and signed by resident or family member. Each complaint made verbally or in writing is acknowledged and investigated. Complaints log in place with monthly complaints audit each month. Complaints information located on entrance to Clifton House.
- Hospital discharge – recent experiences?
Hospital discharges for discharge to assess residents: A resident discharged to Clifton House for rehabilitation period, very frail on admission, on carrying out NEWS observations and community matron visit, resident was end of life care and required care of the dying to be put in place 24 hours after admission. A resident discharged with incorrect moving and handling assessment as mobility needs stated on ward handover and moving and handling incorrect.
- Hospital discharge for long stay resident. A resident returned to Clifton House following hospital admission without their teeth, dressing gown and slippers which were not located when North Tees were contacted which resulted in new purchase of dressing gown and slippers for resident and dental costs.

Any other comments/observations

Appendices iii – Family Member Summary

Clifton House – Relative / Family Member Summary

Seven Returned

1) How long has your relative lived at Clifton House?

- Less than a year.
- A few months.
- Less than a year.
- 1-2 years.
- Over 3 years.
- A few months.
- Over a year.

2) Are staff friendly, polite and approachable?

- Yes, staff always make us feel welcome.
- Very friendly and polite
- All the staff are lovely, they treat my relative and visitors really well. They are always available to answer any questions we may have.
- Yes, they are polite, friendly and approachable.
- The staff have always been polite and friendly. They have always been approachable when we have needed them.
- Yes, in every way. Very reliable and even look after the visitors very well. Nothing is too much trouble.
- Yes definitely, I've never been frightened to ask for anything.

3) Are interactions between residents and staff positive and friendly?

- The staff always seem friendly
- Yes
- Definitely, although my relative needs to be hoisted, fed and changed they do everything they can to keep them cheerful and always respect their dignity.
- Friendly and positive.
- Every occasion on which we have visited the interactions have been excellent.
- In every way.
- Yes, staff are always friendly and make sure residents are happy.

4) Are the staff available when you or your relative/friend need them?

- Yes
- Yes
- Yes. I am welcomed at the door and have a chat. If my relative needs assistance the buzzer is quickly answered.
- Yes, they are usually when the buzzer is pressed and if I need them, they are always there.
- Yes, they have always been available when needed.
- Yes.
- Yes

5) Have you been involved in your relative/friends care plan?

- Yes
- No
- Yes, I am informed of everything by staff and asked my opinion.
- Yes
- Yes, we have been involved.
- Yes
- No care plan in place as yet.
- Yes

6) How does the home communicate with you?

- Verbally, and by telephone or email
- On visits
- Emails and phone calls.
- Face to face at every visit or by phone at other times.
- Either by phone or email.
- By telephone or in person when visiting.
- By telephone and face to face.

7) Does your loved one speak positively about the home and their carers?

- Yes, they say the carers are lovely and treat her like part of the family.
- Yes
- Yes, they are comfortable, safe and feels well cared for.

- Yes, they feel very looked after and cared for, comfortable and content.
- Yes, they are very satisfied with the care home and carers.
- Yes, no problem.
- Yes

8) When you visit does your relative/friend appear to be clean and properly dressed?

- They still have the ability to wash and dress themselves with help and always look presentable with help.
- Yes
- Yes, they are washed and have a change of clothing every morning. Their bed is often changed as they are incontinent.
- Yes, looked after and very well cared for.
- Always turned out immaculately.
- Always smartly dressed.
- Yes, always.

9) Are you happy with the standard of care your relative/friend is receiving?

- Yes, very happy.
- Yes
- Definitely, I can come home knowing they are getting excellent care.
- Yes, they do care for them very well.
- Yes
- Yes
- Yes, very happy.

10) What activities does your relative/friend enjoy?

- Likes their own company, stays in room with staff interaction.
- Bingo, music
- My relative doesn't enjoy activities now as because of their health is unable to do much. Having said that the staff interact with them lots of times during the day and always ask if they want to join in.
- Used to enjoy crosswords, but now in bed sleeping a lot and mobility poor.
- Singing, bingo, dominos, and creating things such as friezes.
- Bingo and all the activities they do here.

- Prefer to chat while having nails done but joined in with art project recently.

11) What activities do they engage in?

- They chose not to engage in the activities provided.
- Bingo
- None. As above, chats a lot to staff and is content. There are notices of activities for all to see.
- Nothing really now.
- Singing is her favourite as well as bingo, dominos and creating things.
- All of them.
- Art and chatting while getting nails done.

12) Are they encouraged by staff to join in with activities?

- They are always being encouraged to join in the activities, the Co-ordinator took the jewellery making to their room to try and get them to engage.
- Yes
- Yes, but prefers not to.
- No longer appropriate.
- Yes
- Yes
- Yes

13) Have you ever been invited to attend meetings regarding your relative/friends care?

- No
- No
- I don't need meetings as Lisa sees me each time I visit. My relative is able to make decisions so care is discussed together.
- Yes, to discuss care plan, meeting with key worker.
- Yes
- No, no reason as yet.
- Yes.

14) Are you happy with the cleanliness of the home?

- Yes, always presented well, smells clean.
- Yes

- Yes, it is old but kept really clean. It never smells of urine only nice food. Rooms are cleaned daily.
- Yes
- Very happy.
- Yes, more than happy.
- Yes.

15) Do you feel your relative/friends room reflects them? Are they able to make it their own?

- Yes, they have many items from home. They even asked if they would like the walls a different colour.
- Yes
- They are comfortable in their room and has things they love around them.
- The room is small but has pictures and photographs and cards.
- Yes, it's perfect my mother has complimented her room without being prompted.
- Yes, quite comfortable.
- Yes, brought a lot of ornaments and pictures from home has own TV and electrical bed.

16) Are you happy with the cleanliness of their room?

- Yes, always appears clean.
- Yes
- Definitely, it is cleaned daily. The staff are always clean too.
- Yes
- Yes
- Yes
- Yes, it is cleaned daily.

17) Are you able to visit at a time of your choosing?

- Yes
- Yes
- Yes, I have visited at various times with no problems.
- Anytime, I can ring/visit anytime.
- Yes, never been a problem (obviously apart from covid time)
- Yes, can visit anytime we want.
- Yes

18) Do you know who to speak to if you have a complaint or issue you wish to discuss?

- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes

19) Is there anything you would like to tell us?

- It is nice to know that my relative is being looked after in a caring home with a family attitude. Nothing seems a problem to help make them comfy in their environment.
- Everything is so lovely and nice staff, very pleasant. The home is nice and clean.
- The staff in Clifton House go beyond their role to keep mam clean, comfortable and safe. I would recommend Clifton House to anyone for themselves or their family. A huge thank you to them all !!
- Just happy that they are well looked after and cared for. Feel relaxed that they are in good hands.
- To sum up, if I ever had to go to live in a care home, I would not hesitate in coming here.
- It is a home with very caring staff.
- Been happy at Clifton House but leaving to another home to be nearer family. Will miss everyone.

16) Acknowledgements

Healthwatch Hartlepool would like to thank Home Manager Lisa Judson, her deputy Carol Rumble and the rest of the staff for answering our questions honestly and for ensuring this was a delightful visit. We wish them all well for the future. Also, our thanks go to the family members who took time to complete our questionnaire and residents and visitors who spoke to us on the day of the visit.

Finally, we also want to thank staff from Hartlepool Borough Council's Commissioning Team for their help and support in organising and facilitating our visit.

17) Service Provider Response

Good afternoon Stephen

First we would like to say how beneficial we found the pre-visit meeting by Zoom, the opportunity to complete the questionnaire provided before the visit took place and the risk assessments Healthwatch supplied.

We would like to thank the members of the Healthwatch team that visited on 28th June 2023; we all felt that the team were professional, knowledgeable and friendly in their approach, and residents have told us that they felt at ease when talking with them.

To address some of the topics mentioned in the summary of the visit-

We have ordered some signage to make it clearer where rooms are located on each floor.

There is an ongoing programme of redecoration, which includes high traffic areas such as corridors and doorways.

All staff have now completed dementia training, as planned.

We will plan to have additional staff on duty for any elections, and have recently requested postal votes for any resident that does not feel able to vote in person.

We thank the Healthwatch team for their positive comments and feedback that was given on the day of the visit.

Kind regards

Lisa Judson **Registered Manager**

Carol Rumble **Deputy Manager**