



Enter & View Report - Draft

Name of service:	Colliers Croft Care Home 161 Clipsley Lane Haydock St Helens WA11 0JG
Date & time:	21 st March 2023
Authorised Representatives:	Ann Bridge, Karl Lewis
Support team members:	Gail Aspinall
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Acknowledgements

Healthwatch St Helens would like to thank the staff and residents at Colliers Croft Care Home for their valuable time and hospitality during this visit.

What is Enter & View?

Part of the local Healthwatch duty is to carry out Enter & View visits. Local Healthwatch representatives carry out these visits to health & 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 and dental surgeries. Enter & View can happen if people tell us there is a problem with services or, equally, if services have a good reputation so we can learn about them and share good practice from the perspective of the people who experience the service first hand.

Healthwatch Enter & Views are not intended to specifically identify safeguarding issues; however any safeguarding concerns which arise during a visit will be reported in accordance with Healthwatch safeguarding policies. If, at any time, an authorised representative observes anything that they feel uncomfortable with they should tell 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 Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

About the service

Colliers Croft is a purpose built three storey care home set in well-kept gardens in the Haydock area of St Helens. There are plenty of free parking spaces for both staff and visitors. The Home will celebrate its ten year anniversary this year. The Home is privately owned and the visiting team were told that the owners are very much 'hands on'. The building consists of three floors (with a lift available to all floors). There are sixty two rooms each with en-suite bathroom. There are currently three vacancies, but when full, a waiting list is implemented. The Home caters for individuals requiring residential and/or dementia care. There is no facility for nursing care. At present the Home has thirty nine residents with dementia. There is an eighty percent female to twenty percent male ratio of residents at present. An audit is carried out every three months by a private company. This ensures any problems or queries can be dealt with speed and efficiency.

Purpose of the visit

To engage with residents and staff

- To observe care at the point of delivery
- To identify good working practice
- To identify areas for improvement

This was an announced visit, arranged with the Manager two weeks beforehand.

Methods used

Observations made by the visiting team might be based on instinct and not on something that is visible or measurable.

Summary of findings

The Home has a warm, bustling and happy atmosphere. The visiting team were informed that there is good relationship between the owners and staff and there is an open door approach to problems or ideas.

First impressions

We were greeted by the receptionist and asked to digitally sign in as visitors. The Home still requires staff and visitors to wear a face mask, as a precaution to the Covid pandemic. It was noted that there was a pleasant aroma in reception and indeed, throughout the whole building. There was a radio playing on low volume in reception and there was a colourful activity board with lots of information for staff, residents and families. The visiting team were introduced to Alison (Operations Manager) and Kerry (Manager). We were kindly offered refreshments. Initially, we sat in reception for a general chat about the Home. Alison and Kerry have worked together for many years and it is apparent they have an excellent working relationship and this came across as we chatted. The reception is spacious with an appealing décor. The furniture is modern and comfortable. The visiting team noted that doors had pictures and names to describe what they were, for example communal bathrooms.

Staff

There are currently seventy staff at Colliers Croft. These consist of full/part time and bank staff. There are eleven staff on duty during the day and seven at night. Some staff have been employed there since the Home opened. Staff seemed very busy but happy in their daily duties and the visiting team were pleasantly greeted by different staff that we met on our visit. Staff wear uniforms colour coded to their role in the Home. Staff have their own room and lockers are provided for valuables. There is a flash meeting every day in order to discuss issues of the day. There is a suggestion box for staff use.

Staff training

New staff receive a full induction programme and it can take up to twelve weeks to be trained. The training includes policies and procedures and risk assessments. There is a lot of training available, both in-house and online training. Many members of staff are currently studying for NVQs. 'Train the Trainer' is used for infection control, medication and moving and handling. An external company is used for in depth dementia training. 'Back to Basics' training is also used. This

involves role play and puts the staff member in the role of the resident. An example of this is being moved in a hoist, so that staff can understand how a resident may feel in certain situations.

Staff receive supervision every twelve weeks and each have an annual appraisal. The Home adopts an 'Employee of the Quarter' with a £100 voucher, wine and chocolates as a reward.

Recreation & leisure

There are two activity co-ordinators who keep the residents entertained with activities and events. Residents are free to join in as they please. Each floor has a large board showing photographs of the residents enjoying special events that have occurred. The visiting team witnessed residents enjoying a chair based exercise session with music. It was pleasing to see residents happy and engaging with each other. School children and members of the local church often visit the Home. A vicar comes to the Home regularly and other religious or cultural beliefs can be accommodated. There are book shelves and comfy chairs in alcoves off the wide corridors should a resident wish to sit and read, or to just sit quietly. The book shelves are well stocked. There is a lovely bright, open quiet room that can be used by families to chat with their loved ones, or if someone would like to spend some time alone. Families are encouraged to visit at any time, but mealtimes are usually protected to avoid any disruption. In the lounge the TV was on, but it was not high volume. The Home sits in spacious gardens with a gardener attending on a monthly basis. The outdoor furniture is of good quality and residents are encouraged to use the facilities. The Home boasts a coffee shop complete with juke box. This room is used for coffee mornings and other fun events. Although the Home does not have a shop, residents have a small amount of petty cash, which can be used to purchase any items they need, or the family can bring toiletries etc.

Smoking Policy

The Home has a gazebo outside which is used for residents that wish to smoke. Currently, there is only one resident that smokes. The staff smoking area is situated at the side of the building. Alcohol is permitted for residents, this is used with a common sense approach, and for those who lack capacity, alcohol is given under supervision.

Food & refreshments

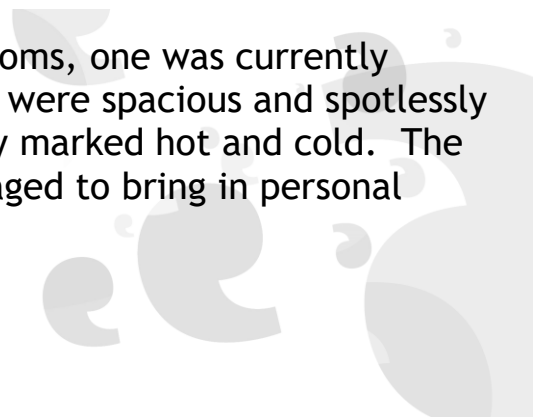
Each floor of the Home has a communal lounge and dining area. The kitchen was very clean and the staff were busy preparing lunch when the visiting team were shown around. The kitchen staff compile the menu and it is approved by the Managers. The menu is on a four week rota. Meals are breakfast, lunch, dinner and supper, with snacks available throughout the day. Usually the kitchen staff prepare two options per mealtime, and residents choose which meal they would like. However, an alternative meal can be prepared if the resident does not like the choices on offer. Meals are prepared in the kitchen and transported to different floors by means of a 'dumb waiter'. There are drinks and snacks available at all times. Families are welcome to make drinks. Each resident has a dietary sheet and any dietary requirements are noted here.

Privacy & dignity

Each resident has their photograph on their door alongside the room number. Some residents choose to have a photograph of something that is dear to them, or something that holds a special memory. Some of the doors have a red sticker which indicates a DNR is in place, others a blue sticker which indicates a DOLS order is in place. There are no restrictions on when a resident gets up, or goes to bed and those in residential care are generally left to come and go as they please. A hairdresser attends the Home every week, and there is a 'salon' for residents to enjoy a pampering session. A chiropodist visits on a four weekly basis, but will attend more frequently if required. A residents' meeting is held every six weeks and family and loved ones are welcome to attend. Each resident has a key worker and there is a 'resident of the day'. This involves a care plan review, families are invited to be involved too. The room is given a deep clean and enquiries are made to ensure all is well with that resident.

Hygiene & cleanliness

The visiting team were shown a couple of rooms, one was currently empty, awaiting a new resident. The rooms were spacious and spotlessly clean. The taps in the bathroom are clearly marked hot and cold. The lighting is automatic. Residents are encouraged to bring in personal



items to make their room feel like home. The Home provides towels and bedding, but if preferred, a resident can bring their own. There is a laundry room which is constantly in use. Residents clothing is usually labelled by the family. The Home has a denture identification kit should a resident need this. Hearing aids are kept in the residents' room to avoid identification problems.

Safety & security

Doors and gates are kept secure by a keypad and the codes are changed regularly. There are weekly fire alarm tests and fire drills are also undertaken. There is an annual health & safety audit. There are many hand sanitisers on the walls and on work stations around the home and the team noted an eye wash station on the wall. There are handrails throughout the building.

Access to care and medical care including the Red Bag Scheme

Residents have the option to stay under the care of their own GP, or become a patient at Haydock Medical Centre. All residents have chosen this option as a GP does a 'ward round' on Tuesdays, but will return more often if needed. There is no nurse on site, but district nurses are in the Home virtually every day. Although the Home does have 4 red bags, they are not used as this scheme has proved to be unworkable.

Additional Comments

If there is a death in the Home, staff pay respects by standing in the reception whilst the funeral director attends.

Recommendations:

It was a pleasure to visit Colliers Croft Care Home. Keep up the great work and continue to seek new opportunities to develop the Home further.

Response from Provider

It was lovely to meet Gail and her team, and it was a pleasure to show them around Colliers Croft Care Home.

Highpoint Care strives to offer the highest standard of care to all our residents.

We provide tailored approaches to each individual resident in our care, so that they receive the best treatment possible.

We are always working to improve our services which means our residents can continue to live a happy and fulfilled life.

(Healthwatch England guidance states that we can ask providers for their comments within 20 working days of the draft report being sent.)

HwSH will share Enter and View reports, as appropriate, with:

- The provider
- Healthwatch England
- The Care Quality Commission
- Commissioners
- St Helens Council Quality Monitoring Team
- St Helens Clinical Commissioning Group
- The public
- St Helens Council Safeguarding team



Disclaimer

Please note that this report relates to findings observed on the specific date stated. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

It is important to note that Healthwatch St Helens approaches Enter & View from the community perspective and its remit is very different from organisations such as the Care Quality Commission and local authority Quality Monitoring Team.

