



## Enter & View Report

Name of service:	Segal Gardens 436 Fleet Lane St Helens WA9 2NH
Date & time:	Monday 22 <sup>nd</sup> January 2024, 11am
Authorised Representatives:	Ann Bridge, Kath Inkpen
Support team members:	Gail Aspinall
Contact details:	Healthwatch St Helens 0300 111 0007

### Acknowledgements

Healthwatch St Helens would like to thank the staff and residents at Segal Gardens 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**

Segal Gardens is a purpose built residential provider for individuals aged 18 to 65 years with singular or complex needs eg autism, learning disabilities. Segal Gardens is part of a large nationwide company, Potens Group, who are based in Birkenhead. The site (built in 2000), consists of three homes, Segal, Oakwood and Berrybridge. There are five residents in each house. Berrybridge has all-male residents, whilst the other two have mixed gender occupancy. Residents live here permanently and there is no waiting list. Residents are encouraged to live independently with support where needed. Some residents are non-verbal and there are many ways implemented to ease communication issues, including Makaton, signs and pec books. Each resident has a keyworker with 1:1 support. An assessment is carried out to identify how many hours support an individual would require. Referrals are through Social Services.

## **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 a week before hand.

## **Methods used**

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

## **Results of visit**

### **First impressions**

Segal Gardens is situated on a main road in the Parr area of St Helens. There is no signage or indeed, any indication that this is residential home. This is done purposely, as the residents did not want to draw unnecessary attention to their home. There is a car park to the front of the buildings. Today, however, the visiting team parked on the road as the car park was largely occupied. The visiting team received a warm welcome by the Manager, Julie, who asked us to sign the visitors' book. Julie has worked at Segal Gardens for 10 years, starting as a support

worker, and moving up the career ladder to become Manager in 2022. Julie is very knowledgeable about the homes and answered all the visiting teams many questions. The visiting team were taken into 'Raven Room', which is a large meeting/function room. The room was pleasantly decorated in calming grey colour with residents' artwork on the walls. There was a small kitchen in the corner of the room and several coffee tables and comfy sofas. This room is used for a variety of things including meetings, group work and celebrations. There were no unpleasant smells in any of the houses and an ambient temperature throughout. It was pleasing to see fun photographs of the residents, as well as craft and artworks on the walls. All three of the houses were decorated in a neutral colour scheme. There is a suggestion box on the wall.

### **Staff**

Segal Gardens currently employ 27 staff that cover the premises twenty four hours a day. These include two cleaners and maintenance worker. The staff consist of both male and female house leaders and support workers. Although there is no member of staff employed as Activities Co-ordinator, there is no shortage of activities for the residents, including arts and crafts and visits out. Staff retention is good under Potens leadership and it was reported that morale is high. A staff incentive includes 'Employee of the Month' which consists of a £50 Amazon voucher. Staff are also given a days' leave for their birthday. The visiting team noticed a well-being board for staff which had lots of colourful leaflets and information. Staff have also recently received a pay rise. Each staff member has a yearly appraisal and three supervisions a year, although this can be more when engaging in group work/meetings.

### **Staff training**

Once employed, staff training begins immediately with necessary online 'E Learning' work undertaken, then face to face training, teams and practical in-house training follows. Staff are encouraged to ask for training to improve their skill set, alongside the mandatory annual training eg first aid course.

## **Recreation & leisure**

Segal Gardens has spacious grounds. This space has been used to great means with a water feature and pond with fish, which the residents enjoy feeding. There is an allotment, sensory room, gym, hot tub, and of course, gardens with a decking area and garden furniture and benches where residents can enjoy outdoor activities. Residents and staff are free to use these facilities whenever they choose. The garden also boasts a large apple tree, to which residents enjoy using the fruit to practice their cooking skills. There is a large shed in the garden which is currently not in use. There are plans to convert this into a bar/pool room, selling non-alcoholic drinks. Segal Gardens is in close proximity to shops. Residents are well known to the local retailers and they have forged good relationships. For example, the barber shop is very close by and some residents feel uncomfortable around lots of people, so appointments are given when the shop is less busy. There are lots of outdoor activities too, including trips to the cinema, walking and bowling. A few residents were in the lounge watching TV when the visiting team attended. Visiting times are open, but staff do ask if visitors try not to visit between 5-6pm as this can disrupt evening meal times.

## **Smoking Policy**

None of the current residents smoke. However, if this changes in the future, there is ample space for a 'smoke shelter'. The Manager assured the visiting team this would be built if and when necessary. Staff are allowed to smoke at the front of the buildings.

## **Food & refreshments**

Meals are served four times daily at no set time. Staff cook meals but residents are encouraged to help. There is a menu, which is displayed both in written word and pictures. Residents eat independently, but staff are available to assist if needed eg food needs cutting up. Snacks and drinks are available throughout the day. All dietary requirements are catered for.

### **Privacy & dignity**

Residents can choose their own colour scheme for their room before they move into Segal Gardens. This promotes a sense of home and belongings and possessions/furniture are encouraged to be brought in, as this is to be the residents' home. There are no identifications on room doors ie numbers or names.

### **Hygiene & cleanliness**

The buildings are clean and tidy. There is currently a lot of work being undertaken at the home. This work was being carried out without causing too much disruption. The residents' rooms are having en-suite bathrooms installed. There was hand gel on tables and worktops. There is a laundry which operates a 'stop and go' system, allowing one member of staff to be in there at one time. Laundry is washed and ironed and returned to the residents' room, this ensures clothes are not lost or misplaced.

### **Safety & security**

The doors to the buildings were all closed but not locked. They are not alarmed as this facility is assisted living and residents are encouraged to live life as independently as possible. There are no inside security cameras. Residents have their own keys.

### **Access to care and medical care including the Red Bag Scheme**

The red bag system is not needed at Segal Gardens. District Nurses attend for medication visits and all residents are registered with the same GP surgery, the GP does home visits and each resident has an annual health check. All residents have access to a dentist and chiropodists do home visits when appropriate, this is a privately paid for service.

### **Additional Comments**

When asked if there are any providers who are particularly helpful, the Manager informed the visiting team that the GP and the learning disability team at Willis House were particularly helpful. One resident also did voluntary work at Parish Church in St Helens town centre. There are no providers who the Manager would like extra help from at present.

## Recommendations:

- To keep up the good work and seek continuous improvements and opportunities
- Both staff and residents are happy and content and the visiting team are pleased to report no suggestions for recommendations.

### Response from Provider

It was a pleasure to meet you all and Thank you for such a lovely report.

It is nice to know our hard work is appreciated.

(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.

