

healthwatch

North Somerset



Enter and View Report
Westgate Residential Home
20th September 2016



Contents

About Healthwatch North Somerset	4
Enter & View	5
Key Benefits of Enter & View	5
Purpose of the Visit	6
How the Visit was Conducted	6
Observations and Findings	6
Personal Care and Dignity of Residents.....	7
Independence of Residents and Control over Daily Life	7
Staff Behaviour and Attitudes and Relationship between Residents and Staff.....	7
Activities for Residents	7
Food and Drink and Meal Times.....	7
Relationship between the Home and Relatives/Carers.....	7
Staff Satisfaction.....	8
Other Observations and Comments from Resident, Staff and Relatives.....	8
Examples of Good Practice noted	8
Recommendations	8
Acknowledgements	8



Visit Overview

Service Name and Address:

Westgate Residential Home, 5 Ellenborough Crescent, Weston-super-Mare BS23 1XL

Registered Provider: North Somerset Council

Type of Service: Residential Home

Specialisms: Mental Health Conditions & Challenging Behaviour

Registered Manager: Jacqueline Hall-Scott

Date and Time of Visit: 9:30am Tuesday 20th September 2016

Enter and View Team: Anne Skinner, Bob Skinner.

About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset are independent, transparent and accountable.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Signposting

Providing information about health and social care services in the local area

- Advising people on where to go for specialist help or information (signposting)
- Working closely with other groups and organisations in the local area.

Enter & View

In order to enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

This Enter and View report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter & View

To encourage, support, recommend and influence service improvement by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives

- Identifying and sharing ‘best practice’, e.g. activities that work well
- Keeping ‘quality of life’ matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a ‘critical friend’, outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning

Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to Social Care/NHS funded accommodation/services in North Somerset to ascertain the quality of life and experience and opinions of residents. Westgate was selected at the request of the Care Quality Commission.

This report relates only to this specific visit and feedback we have received directly at Healthwatch North Somerset during the same time period. It is not representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

How the Visit was Conducted

The visit was an announced visit with the Manager being given two weeks’ notice. We sent letters, posters and leaflets to the home to inform residents, relatives/carers and staff about our visit and about the role of Healthwatch North Somerset.

We observed the condition of the premises, the interaction between the staff and residents and we talked with two residents and two staff who were on duty at the time of the visit. There were no family members or carers who were visiting at the time. We also spoke with the Manager at the start of the visit to explain the purpose of the visit and at the end to clarify any questions that had been raised.

Observations and Findings

General impressions of the home.

The premises are situated in a crescent of Victorian houses in a quiet and pleasant location close to a small park. We saw that the premises were clean and tidy and gave the impression of a family home. The rooms we viewed were light and airy and the temperature was comfortable.

There was no complaints procedure displayed and discussion with the Manager revealed that there is no documented procedure because “the residents know what to do if they have a problem”.

It should be noted that the premises had also been inspected by the Care Quality Commission and North Somerset Council in the weeks leading up to our visit.

Personal Care and Dignity of Residents

The residents present when we visited appeared to us to be happy, content, and clean. They were properly dressed and sat in comfortable chairs appropriately positioned.

Independence of Residents and Control over Daily Life

The Manager told us that the residents are able to make choices about their daily lives including:

- Choice in when to get up, go to bed.
- Choice of what and when to eat.
- Choice of toiletries.
- Choice of what to wear.
- Choice of what to do with their day - what to watch on TV, who to sit next to, when to have time alone. Whether to go out into town shopping or stay indoors.
- Choice of activities.
- Ability to decide who to see and when to have visitors.

Staff Behaviour and Attitudes and Relationship between Residents and Staff

During our visit, there were only three residents on the premises and two staff other than the Manager. Both of the staff were working in the kitchen. Therefore, the observed staff contact with residents was minimal. Nevertheless, the atmosphere was relaxed and those interactions observed between staff and residents were positive and supportive.

Activities for Residents

The residents are encouraged to live as independently as their personal circumstances allow. The Manager told us that residents go out to the local shops and further afield into town shopping and walking on most days.

Food and Drink and Meal Times

The Manager informed us that a menu is displayed every day and that this is used as a base point for the food provided. The chef and another member of staff in the kitchen told us that they are aware of the likes and dislikes of individual residents and will automatically prepare alternatives as necessary. Should a resident ask for something different to the basic menu every attempt is made to provide it.

Relationship between the Home and Relatives/Carers

It was not possible to check this because there were no relatives or carers present at the time of the visit. We were given verbal assurances by the Manager that the relationship with relations and carers is positive and the staff do their best to keep families in touch

and visiting their relative. For example we were told that one resident, who is unable to visit alone, is taken regularly by staff to visit an elderly relative who is unable to get to the Home.

Staff Satisfaction

Staff seem confident, comfortable and happy in their role. Those present seemed relaxed and comfortable in the presence of the Manager and ourselves.

Other Observations and Comments from Resident, Staff and Relatives

Both residents with whom we conversed appeared to be happy with their environment. Similarly the staff present appeared happy in their work.

Examples of Good Practice noted

Residents were encouraged to live as independent a life as possible and to integrate with the local community.

Recommendations

A complaints procedure should be prepared and displayed in an area accessible for residents and visitors.

Acknowledgements

Healthwatch North Somerset would like to thank Jacqueline Hall-Scott and the residents and staff of Westgate for their assistance in planning the visit and the preparation of this report as well as the provision of opinion and feedback.

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