



**Healthwatch Doncaster  
Enter and View  
Headingley Park  
Care Home**

17<sup>th</sup> October 2019





# Contents

- 1 Introduction ..... 4
  - 1.1 Details of visit ..... 4
  - 1.2 Acknowledgements ..... 4
  - 1.3 Disclaimer ..... 4
- 2 What is Enter and View? ..... 5
  - 2.1 Purpose of Visit ..... 5
  - 2.2 Strategic drivers ..... 5
  - 2.3 Methodology ..... 5
  - 2.4 Summary of findings ..... 6
  - 2.5 Results of visit ..... 6
  - 2.6 Recommendations ..... 11
  - 2.7 Service provider response ..... 12



# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	Headingley Park Headingley Way Edlington Doncaster DN12 1SB
Service Provider	Countrywide Healthcare Ltd.
Date and Time	Thursday 17 <sup>th</sup> October 2019
Authorised Representatives	Sharon Faulkner, Sandra Hodson Susan Flintoff, Steve Lyons
Contact details	Healthwatch Doncaster 3 Cavendish Court South Parade Doncaster DN1 2DJ

## 1.2 Acknowledgements

Healthwatch Doncaster would like to thank the service provider, residents, visitors and staff of Headingley Park 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 residents 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 be undertaken if people tell us there is an issue 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.

### 2.1 Purpose of Visit

Healthwatch Doncaster is undertaking a series of Enter and View visits in local care homes to build a picture of the quality and range of care provision in Doncaster from a resident's perspective.

### 2.2 Strategic drivers

Healthwatch Doncaster are undertaking visits to local care homes as part of a wider piece of work to look at the quality of care provision in Doncaster.

### 2.3 Methodology

- The Healthwatch Doncaster Enter and View Planning Group met to discuss the methodology for the visit. A checklist was devised outlining key observation areas (outlined in results of visits).
- The group decided who would undertake the visit and it was decided that the 4 members of the group attend. It was agreed that the group would split into 2 pairs so as not to overwhelm the residents.
- During the visit the group split into pairs and had free access to communal areas in the of the home. Two members of the team discreetly observed lunch procedures in each dining room.



- Observation sheets were used throughout the visit and these were collated in a meeting of all four Authorised Representatives immediately after the visit.
- The findings were discussed and agreement reached around items for inclusion in the report. Recommendations were also discussed and agreed.
- Before terminating the visit, and in a follow-up phone call, the lead representative spoke with Debbie, Headingley Park's manager.

## 2.4 Summary of findings

- The Authorised Representatives felt that the home had a supportive, friendly and caring atmosphere.
- Residents seemed happy and well cared for.
- We were made welcome by the manager and staff.
- We observed genuinely caring interactions between staff and residents.
- The environment was very clean.

## 2.5 Results of visit

The home had 31 residents, 15 with more advanced dementia/mental health issues in Buttercup, the EMI wing, and 16 in Poppy, some of whom had dementia. Capacity is 40, 20 in each wing

The findings of the visit are summarised below:

### Environment

- Headingley Park is split into two separate wings, Buttercup for residents with a high level of dementia (EMI) and Poppy.
- Notice boards were well laid out and uncluttered so information was clear and easy to access. Easy read versions were displayed as appropriate.
- The entrance hall was bright and spacious and a range of items were displayed including:
  - Notification of the Healthwatch visit
  - The complaints, suggestions and compliments policy
  - Fire guidance
  - A selection of 'thank you' cards evidencing a high level of care
  - Key workers and champions
  - What can you expect from a good care home
  - 2019 Residents' survey (outcomes form part of the improvement plan)
- The signing in book was in a prominent position.
- We observed a high standard of cleanliness throughout.



- Dementia signage was good in Buttercup where signs had pictures, words and braille.
- Fire signage was clear and evacuation mats were available in several locations.
- Fire extinguishers were secured in purpose built cabinets.
- Hand sanitising dispensers were in communal areas.
- There are several lounges and recreational areas in each wing with a mix of comfortable and appropriate seating. TVs and CD players were available.
- The main lounge/dining room in each wing is multi-purpose and can also be used for activities.
- At lunchtime, tables were set with cloths, flowers and place mats.
- Safe and secure outside areas are accessible to residents in good weather.
- There is an outside smoking area, a porch may be used in inclement weather.
- The corridor handrails in Poppy are not in a contrasting colour and could be difficult to see.
- In both wings, some toilets had riser seats but none of the toilet seats were in a contrasting colour.
- Handrails and grab rails in residents' toilets are white and blend in with the décor.
- Alarm cords in residents' toilets and bathrooms varied, some were an ideal length and others were inadequate and would not be accessible in the event of a fall as cords have either been shortened or tied up.
- An assortment of art work, some of it reminiscent, was displayed on walls.
- The main lounges have reminiscent fireplaces.
- Memorabilia is displayed in both wings.
- Ongoing dementia friendly corridor refurbishment in Buttercup wing is influenced by the King's Fund and includes:
  - A wonderful Yorkshire Main Colliery mural
  - Street décor with traditional front doors on residents' rooms
  - Contrasting hand rails
  - Contrasting coloured doors
- Residents' rooms are on one level.
- Most residents' rooms are a good size with homely bathrooms.
- Some rooms are carpeted, some have laminate flooring. This is the residents' choice though carpets are being phased out.
- Residents may choose their own décor and furnishings.
- Bedroom doors have A4 name posters.
- Bathroom and toilet windows had safety fasteners, we noticed one corridor window that needed securing.
- New seating has been ordered for the 1940's vintage tea room and conservatory.
- Hygiene stations with gloves, aprons etc. are available in each corridor.



## Promotion of Privacy, Dignity and Respect

- Many bedroom doors were left open at the request of the individual resident.
- Staff knew the residents well and we saw many examples of genuinely friendly and natural rapport.
- Staff were observed being sensitive to residents' individual needs e.g. one lady was concerned about her hair so a member of staff styled it for her.
- Residents were clean and well dressed.
- We saw a very well organised system for returning laundry - items are labelled with room numbers. A few items still go astray but this is something the home is striving to eliminate.

## Promotion of Independence

- Residents were encouraged to be mobile.
- Frames, sticks and wheelchairs were in use.
- Residents successfully used traditional crockery, cutlery and glassware at lunchtime. Adaptations are made if required.
- Continence is encouraged.
- Some residents chose to wear a well-designed and discreet pinny whilst eating lunch.
- Residents have a choice of how their rooms are decorated and can personalise them with pictures, furniture, ornaments etc.
- Residents' views are valued and advocates are appointed according to need.

## Interaction between residents and staff

- The interactions we witnessed between residents and staff were very good.
- The atmosphere was relaxed, friendly, kind and caring.
- Staff appeared to know the residents well.
- Staff were very well aware of each residents' wishes at lunchtime for example large/small portions and personal likes and dislikes.

## Residents

- Residents commented:
  - It's good though some days are better than others.
  - I'm happy here.
- All residents looked clean and well cared for.
- Residents meetings are held every 6-8 weeks.
- A newsletter, available in large print, is published regularly and at least once a month.



## Food

- The day's menu, with choices for each meal, was on every table. The menus also stated that alternatives were also available on request.
- Where appropriate, residents choose their meals from picture options. In the EMI wing residents are shown actual plates of food immediately prior to it being served and offered the choice of what they want to eat.
- Residents in both dining rooms were observed eating with gusto.
- A range of hot and cold drinks were available throughout the day.
- Hot and cold drinks were both served at lunchtime.
- Residents may eat in the dining rooms or wherever they wish.
- Meals are served at 'set' times but staff prepare snacks if residents ask for them at other times.
- Special diets are catered for.
- Staff were well aware of residents' needs and knew exactly what each resident liked.
- Outstanding care and empathy were observed in the Buttercup dining room.
- Residents commented:
  - "You can't get much better."
  - "If you don't like it you can have something else."
  - "I always get plenty to eat, there's a good choice."

## Recreational Activities, Social Inclusion and Pastoral Needs

- Headingly Park's activities coordinator was on sick leave and staff were providing activities in her absence.
- Table top games and activities were available during our visit.
- Recent activities include:
  - arts/crafts (we saw evidence of a magnificent poppy collage)
  - baking
  - sing-a-longs
  - a VE Day celebration party attended by a singer and the mayor
  - canal boat trip
- Family/friend participation is encouraged.
- Staff members are paid to accompany residents on group visits.
- Local school children regularly read to residents.
- Volunteers from the Hilltop Centre are working with residents to create memory boxes.
- The local primary school visits to share a carol service.
- The manager's puppy is a regular visitor.
- Daily newspapers are provided.



- 
- Visiting singers engage well with residents.
  - A 'sweet lady' brings a mobile tuck shop. An in-house tuck shop is planned as part of the ongoing refurbishment.
  - Interested residents engage in seasonal gardening activities.
  - A local college is being approached to support activities.
  - Fundraising activities generate income to purchase resources and subsidise visits.

### **Involvement in key decisions**

- Key decisions are discussed with residents and with relatives/friends as appropriate.
- When a resident has no relatives or friends and does not have the mental capacity to make informed choices, an advocate is appointed when major decisions need to be taken.
- Julie, an advocate from Voiceability, was described as 'fabulous'.

### **Pastoral Care**

- Spiritualist and Methodist ministers visit regularly and representatives from other denominations are called in on request.
- A chiropodist visits regularly.
- A hairdresser provides a regular service in an in-house salon.
- The home has a very good relationship with district nurses.
- The manager felt that support from the local GP practice could be better, particularly when home visits are requested. This link is expected to improve as Headingley Park will shortly be participating in a Primary Care Trust trial (Project Echo) which requires a nominated GP to hold a weekly surgery in the home.
- Residents may keep their own GP if they wish.
- A dentist visits and oral hygiene is a priority. Residents each have a personal oral health plan and are encouraged to clean their teeth daily.

### **Concerns and Complaint Procedure**

- The complaints procedure is clearly displayed alongside an easy read version.

### **Staff**

- All staff were friendly and welcoming.
- Some residents have demanding behaviours and staff were seen to do a very good job in potentially difficult circumstances.



- We observed that staff attitudes towards residents created a sense of community in the Buttercup lounge/dining room.
- Debbie, the manager, had been in post for 18 months. She tells her staff, “It’s a privilege to work in someone’s home” and refers to Headingley Park as “Their (the residents’) home”.
- Every interaction we observed was caring and supportive.
- Staffing is quite stable and some members of the team have worked at Headingley Park for a number of years.
- An excellent activities coordinator moved on and finding a suitable replacement has been a challenge.
- A new Deputy Manager is in post.
- Training is sourced from a number of providers.
- The management team have just completed SAMI (Supporting & Maintaining Independence) training.

### Visitors and Relatives

- Visitors are welcomed at any time.
- One relative found some members of staff easier to talk to others
- Relatives meetings are held every 6-8 weeks.
- Visitors/relatives commented:
  - “They’re very nice with her.”
  - “The food includes burgers and nuggets, things she’s never eaten before.”
  - “They try their best.”
  - “Sometimes the staff are under a lot of pressure.”
  - “She has to ask for help to the toilet but she doesn’t like to bother them.”
  - “I’m not sure they listen to what we ask them to do with the laundry.”

### Additional Information

Countrywide Healthcare Ltd. acquired Headingley Park in January 2019 and a comprehensive improvement plan is in place.

## 2.6 Recommendations

Based on our visit we would recommend the following:

- That all alarm pull cords in residents’ toilets and bathrooms should be free hanging and extend to just above floor length.



- 
- In both wings, replace all residents' white toilet seats and riser seats with coloured ones that contrast with the white frames and toilets. These would be dementia friendly.
  - Either replace white grab rails and bars in toilets and bathrooms with coloured ones to make them more visible and dementia friendly or paint the walls in a contrasting colour.
  - To increase visibility, all corridor handrails in both wings should be painted in clearly contrasting colours.
  - Lower the fantastic dementia friendly/braille signs in Buttercup to make them more visible to residents and purchase the same or similar dementia friendly signs for Poppy.
  - Lock the visitors' toilet door as it has no alarm cord, isn't dementia friendly and residents could easily access it.
  - Give regular staff training reminders for example to keep the sluice door locked.
  - Consider a separate alarm system for each wing as during a 10 minute period on Buttercup, the alarm was ringing almost constantly with requests from residents on Poppy. Staff told us that this was distracting. The unnecessary noise could also be an irritant to vulnerable residents.
  - Ensure that all taps are clearly recognisable as 'hot' or 'cold'.

## 2.7 Service provider response

"Countrywide Healthcare welcome this positive feedback and will continue to work collaboratively with key stakeholders. Since acquisition of the home in January 2019, Countrywide Healthcare have formulated a comprehensive home development plan to ensure all service users' receive outstanding person-centred care. Findings from this review will be cross-referenced against the existing plan to ensure a safe and caring environment continues to exist. All staff will also maintain the ethos of ensuring service users remain at the heart of everything which takes place at Headingley Park."

I would also like to confirm reference the pull cords in the visitors toilets, this was remedied with an immediate action once you had left.

