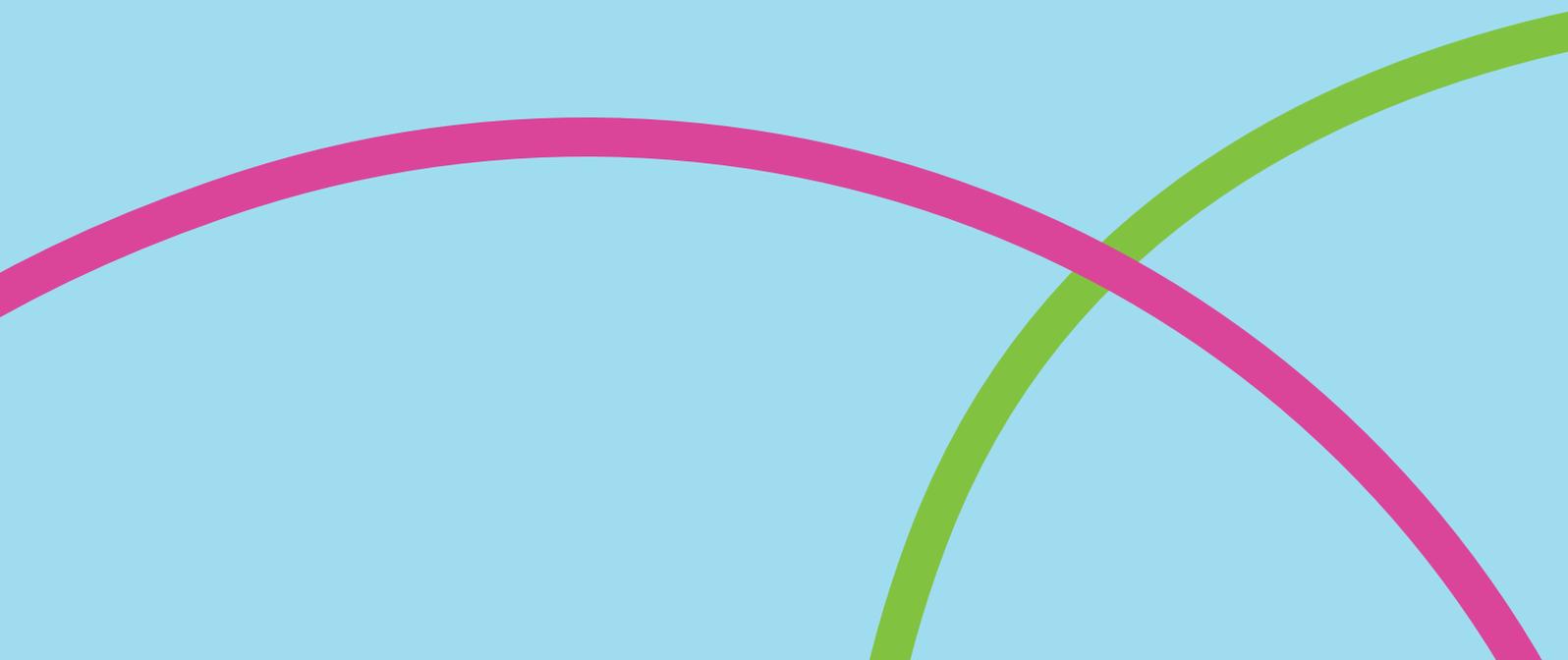


Enter and View report

Newholme residential Care Home

14 June 2023



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About Healthwatch Somerset

Healthwatch Somerset is the county's health and social care champion.

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. This report is an example of how your views are shared.

Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the unitary local authority area of Somerset Council.



What is Enter and View?

One of the ways we can meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action.

During these visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, and by talking to people using the service, including patients, residents, carers and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

This report is an example of how we share people's views, and how we evaluate the evidence we gather and make recommendations to inform positive change, for individual services as well as across the health and care system. We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England and any other relevant partners based on what we find during the visit.

Details of the visit

Service visited: Newholme Care Home

Visit date: 14 June 2023

About the service

Newholme is a care home in the village of Ruishton near Taunton and provides accommodation for people with a learning disability. It is owned and managed by Discovery. Six people currently live at the home. Accommodation is provided on one floor, so the bedrooms and communal rooms are on the same level. Residents have their own bedroom and share bathroom facilities.

Purpose of the visit

This visit was part of our ongoing partnership working with Somerset Council to support quality monitoring of residential care homes in the county.

How the visit was conducted

The visit was carried out by two authorised representatives. The visit was planned and we liaised with the Manager in advance, so they were expecting us. Information was collected from observations of residents in their day-to-day situations, including lunch, and we talked with two residents (with the help of their support worker), a relative, three staff members, the Manager and Deputy Manager.

Healthwatch Somerset Authorised Representatives

- Sheila Burridge, Lead Authorised Representative
- Richard Corp, Authorised Representative

Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by the Lead Enter and View Authorised Representative who carried out the visit on behalf of Healthwatch Somerset.

Visit overview

The visit was part of our ongoing quality monitoring work. We are carrying out some focused work with a number of learning disability homes.

Newholme is a small home with six residents so our visit was carried out by two Healthwatch representatives: one staff member and one volunteer.

We were welcomed by the Manager who gave us a tour of the home and introduced us to residents and staff. We were given open access to move about the home.

At the end of the visit we met with the Manager to share our findings and observations.

Key findings

- There is a real sense that this is the residents' home, and staff appear to be like family within that home. The Manager and deputy appear very caring and committed to ensuring each resident is happy and healthy.
- The environment felt homely and welcoming, calm, and organised.
- Interactions between residents and staff were very personalised; staff know residents well.
- It was apparent the home sought to get the right staff to fit the ethos and culture of the home.
- Residents are able to move around the home easily from their rooms to the communal areas as all rooms are on one level.
- Residents are able (within reason) to choose when they eat and what they do throughout the day. We were told the ethos is to manage risk but to allow as much freedom and choice within the constraints of those risks.
- Residents have regular contact with family members, often facilitated by the home.
- The home has good relationships with the GP and also the local community.

Recommendations

We would like the home to consider the following recommendations based on our observations and findings from the visit.

1. We particularly liked the noticeboard with staff pictures, what the weather would be like, and what activities were taking place that week. We would recommend this to other homes.
2. We liked that the home had made links with the local community, including someone coming in to read to residents, and would encourage them to continue to build on this.
3. The inclusion of a resident when interviewing prospective new staff felt very inclusive and we would recommend this as good practice.

Observations and findings

Physical environment

- The home is situated in a quiet residential area and there is no outside traffic noise.
- There is easy access for visitors and good parking.
- We were met at the open front door by the Manager.
- Inside there was a welcoming and homely feeling. The home was clean and pleasantly decorated and furnished.
- It was a hot day when we visited, but the home felt cool and well ventilated.
- There are lots of tactile, shiny, multi-sensory decorations around the home.
- The environment was quiet and calm; there was no rushing or raised voices.
- The large private garden was all on one level. The garden was well cared for with grass and flowers. There was also a paddling pool which one of the residents loves to go in.
- Everyone has their own rooms and bedroom doors are personalised.
- There was a staff picture board at a low level which could be seen by wheelchair users.

Interactions

- Staff were responsive but unhurried.
- We observed that staff had time to give one-to-one attention to residents.
- Staff knew the residents well. We were told that residents generally have the same staff member to support them.
- We observed staff were patient when feeding a resident.
- We observed residents were calm and appeared relaxed.
- Each resident had their own individual way of communicating and staff understood and could interpret residents' needs and wishes.
- We observed that staff talk to residents with respect and dignity.
- There is clearly a family atmosphere here.
- The residents have particular friends within the home.

Activities for residents

- Residents are able to choose what they would like to do.
- One resident gets up at 5am and is supported to have a cup of coffee.
- Residents are encouraged to get out into the community, go to shops and use money etc.
- There are good links within the village; residents have been to the church coffee morning and the home will have a stall at the summer fete.
- Someone from the village comes into the home to read to residents.
- Residents get their nails painted by staff and also receive hand and foot massages.
- A massage therapist comes into the home on a regular basis.
- Residents go out to the hairdresser and barber. The barber is happy to cut hair outside the shop to meet the needs of one resident.
- One resident loves to go in the paddling pool in the garden.
- Some residents have TV in their room so can choose to watch in private.
- There is a TV in the lounge and some residents like to be social and sit together.

Meals

- Residents are able to choose when they eat and drink, for example, the resident who likes to have a coffee at 5am.
- We observed staff sensitively helping residents to eat food and always asking first if they could help.
- Staff were patient and asked, "would you like more?"
- Staff know what residents particularly like, for example, one resident likes chocolate milkshake and peppers stuffed with cheese.

Access to healthcare services

- The home has good relations with a local, named GP who specialises in learning disabilities. The home feels they receive a good service.
- Annual health checks and medication reviews happen on time.
- The home has good contact with both the Learning Disabilities team and the Speech and Language Therapy team.
- There has been difficulty and delay in accessing Occupational Therapy assessments. Healthwatch Somerset will raise this issue with commissioners at Somerset Council.
- The home told us of a concerning experience at Musgrove Park Hospital when one resident was admitted. The resident's hospital passport and procedures within it were not followed by hospital staff and this put the resident at risk.

Keeping in touch with relatives

- There is an open door policy for relatives and families to visit. Families are encouraged to visit.
- The home has regular meetings with families.
- Residents' plans are shared with relatives so they can see and comment. Some relatives are very involved, but we were told most relatives say, "we trust you; you know them so well."
- One resident was going out to visit her mum on the day we were there.
- One resident is taken out in the house vehicle, picks up his mum on route and then has a day out.
- One resident's mum celebrated her birthday in the home while visiting her son.

What people told us

Care home residents

One resident had been to the local church coffee morning. Her support worker told us, "She loved it so we'll go again."

One resident loves to go in the paddling pool in the garden and we could see he was pleased and excited at the mention of this.

We were able to speak to a resident by way of their support worker: "(He) loves chocolate milkshake"; the resident nodded and smiled at this. Staff know all his favourite phrases and he is clearly engaged when these are mentioned. We saw this resident was motivated and laughed when the word "pickle" was used.

Family and relatives

The relative we spoke to told us their family member had lived here for four years and was living with dementia: "She's really happy here, she gets spoiled...Staff know what she likes, and she is very well looked after".

Staff told us this resident had recently been taken to the park and enjoyed seeing the children play. Their relative endorsed this by saying, "She had lots of nieces and nephews and always loved seeing them".

We were told, "I can drop in anytime. Other members of our family also visit at birthdays and Christmas... We are kept well informed, and I'm involved in any changes to her care."

Care home staff

There is an ethos of getting the right fit and mix of staff for the home.

Most staff are permanent, and many are used as agency staff, so this means residents have continuity of carers.

Overnight there are two waking night staff.

We were told "the residents are like our family".

There had been a recent bereavement of one of the residents and this loss was felt throughout the home: "It was like losing one of the family". One of the staff helped to carry the coffin and read a eulogy.

On the day of our visit a prospective new staff member was being interviewed. One of the residents was involved in the interview. This allows both the resident and prospective staff member to interact.

We observed that care was person centred and staff had enough time to give to residents.

The interactions we observed were personalised.

Staff were observant of other residents, not only the individual they were supporting.

Staff did not appear panicked or rushed and this added to the calm environment within the home.

Staff felt they were a good team and well supported by the Manager.

Staff meetings are held regularly, and staff are encouraged to discuss issues openly and bring along any ideas.

Acknowledgements

We would like to thank the Manager and all staff, residents and their families for a friendly welcome and unlimited access to the premises and activities.

Provider response

Sarah Laino, Locality Manager at Newholme, responded to thank us for the report and said:

“We absolutely enjoyed you and your colleague visiting us and being able to spend time getting to know us all at Newholme and to see how daily life at Newholme is, and share your experience. We have been on quite a journey at Newholme and with the incredible support of our colleagues, the people we support at Newholme are having every opportunity to live a fulfilled and opportunistic life.

It is so important for us, to ensure that Newholme is warm, supportive, caring, calm and also a fun and lively home too. It is essential that the people we support are involved in every aspect of their lives and feel safe and confident with their support teams.

We are very lucky to have such close relationships with our healthcare providers from the wider multi-disciplinary teams (MDT), and nothing is ever too much for them. The relationships that we have built with our MDT enable us to access care, treatment and guidance easily, and nothing is ever too much. Of course, we do at times have delays, in accessing some services (OT) but these are not in detriment to people’s lives or health and we are able to ensure any changes in a person’s health needs are reviewed as and when they happen.”

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