



Enter and View visit report
Hilltop Lodge Nursing Home

19th April 2018

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Hilltop Lodge Nursing Home. 93 Hill Top, West Bromwich. B70 0PX

Acknowledgments

Healthwatch Sandwell would like to thank the management of Hilltop Lodge, staff, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

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

Visiting Team

The team of authorised representatives carrying out this visit were Khush Chahal and Glenn Jones. They were accompanied by our staff support officer Ian McGarry.

Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced to the home prior to our arrival.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

Hilltop Lodge is a modern large nursing home situated at the junction of Hill Top and Coles Lane in West Bromwich. It has a capacity to provide nursing and residential care for 85 residents who are elderly or dementia patients.

Overview

On arrival, our team signed the visitors book and were welcomed by manager Annette Lewis. Annette gave us a brief overview of Hilltop Lodge and we explained our role and the purpose of our visit. In the reception area we observed leaflets about local events and activities and a poster detailing our visit for the information of relatives of residents.

On the day of our visit there were 73 residents and there were 16 members of staff on duty.

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Summary of findings

At the time of our visit, the evidence is:

- Hilltop Lodge has listened to concerns and are implementing improvements which is having a positive impact
- Hilltop Lodge provides a good standard of care for its residents
- Staff are dedicated and caring

Recommendations

We would like Hilltop Lodge to consider improving the general décor of the day rooms which we feel would make the environment more homelier for the residents

We would suggest that Hilltop Lodge could make improvements in the access to the home at weekends to make it easier for relatives to visit

Service Provider response

We are very pleased with the outcome of your findings and thank you for the way you conducted your visit. You put everyone at ease and clearly had an interest in everything that was happening at Hilltop.

We acknowledge that the environment needs work and we are already speaking with outside contractors to make changes in the reception area and the downstairs lounge. A comprehensive painting plan (that covers the next 12 months) has been formulated and is being rolled out from May 2018.

We also are bringing more furnishings and “touches” to all of the lounge areas to make them feel more homely.

We have some exciting additions coming to the home also, with the Chickens arriving soon as well as a Bar areas for the residents. We also have our residents volunteering to meet and greet and run a small shop within the home.

Hilltop is currently recruiting for a weekend receptionist to allay any problems with weekend access for residents.

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It is the policy of the home that only 2 people have a break at the same time from each floor, so there should always be enough staff on “the floor” itself to meet the immediate needs of the unit. This will be reinforced in response to this report.

Rob Andrew

General Manager

Results of Visit

Residents

We spoke to 7 residents. They told us that:

- I am happy with the way I am looked after
- I have not been here long enough to be fully involved in activities, but know they are available
- I am looked after very well and happy with staff
- Looked after well, unbelievable people
- Any concerns the staff look after me, they always try to help as much as they can
- Been here a long time staff look after me well
- Today’s breakfast was nice, and the food is always nice
- Have not been on any visits
- Can usually talk the staff who sort out any problems

Staff

We interviewed 4 members of the staff, one a unit manager.

The unit manager has overall responsibility for the resident’s care records. These are updated monthly or earlier if the needs of resident’s change.

She been in post for 10 years.

She told us that prior to arrival at the home all residents were assessed for their needs. Family members are involved in this process.

The unit manager is responsible for all the staff on the unit and is also responsible for the medication reviews and the collection of prescriptions from chemists for the residents. Medication reviews are usually every six months unless otherwise required. She also

monitors the dietary needs of the residents and arranges a dietician where necessary. Fluids are also monitored.

She also updates family members about the residents concerned and obtains signed consent forms where needed.

She told us that recent changes implemented includes additional activities, improvements to the décor of the home and improving the choice of food available.

We spoke to 3 care assistants. They carry out the day to day care needs of the residents. They read the care plans but are not involved in updating them, but they report any changes to the unit manager. They also monitor the fluid and dietary intakes in accordance with the care plans and the weight of the residents - normally monthly but sometimes weekly. They are not responsible for medication

One care assistant has been in post for 13 years. She likes her job very much and she feels she has confidence in management to be able to report any issues or concerns of a personal or professional nature. She informed us that the home was midst of considerable change involving new furniture which will improve the look of the home and has had feedback from families that the changes make the home clean and tidy.

Another care assistant supported her colleague's comments. She also felt she had sufficient training. She and her colleagues maintain dialogue with the families of residents, especially of those with dementia, particularly regarding changes in behaviour

Another care assistant has been in post for 21 years she seems dedicated and caring and we observed that this was appreciated by one of the residents.

Visitor and Relatives

We received feedback from 2 relatives of residents. The comments made were:

- Residents are treated with dignity and respect.
- Staff are sociable and easy to talk with.
- Staff discuss any changes regarding resident's needs.
- Staff are ready with a plan to deal with any queries.
- Excellent care and kindness is always shown by staff.
- Sometimes they should more understanding of how to manage individual patients.
- Sometimes when staff are on a break there is only one carer available to help resident's toilet needs.
- The rooms are very well kept and clean.

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- When the radio is on, the music is sometimes not suitable for elderly residents (i.e. pop music).
- Visiting at the weekends is a nightmare as no one is in the office and we have problems getting in.

Environment

The Small day room could be made a bit homelier although it is clean and tidy.

The garden area comprises of a courtyard surrounded by home on 3 sides, mainly grass which was cut short and had pathways, planters, small trees, tables and chair with sun brollies.

In the garden 3 residents were sitting in the sun. They appeared very happy and content. They told us that the day before they had a sing song and a party which they enjoyed a lot. Elvis was there singing but his wig fell off. They had some food provided and a glass of sherry the staff also joined in, but they only had pop.

The dining room is clean and bright.

Hallways are well-lit and clear of clutter

We visited the larger lounge. The television was on showing the news. There were 7 residents relaxing in the room.

Member of staff was serving drinks to the residents. They were given a choice of orange or apple or water. We are not sure if the choice of a hot drink was available.

We felt that the lounge was decorated OK but seemed a bit clinical.

Some of the resident's room doors have pictures of the residents on and small personal items showing their interests, family members etc.

We felt that the reception area could made more welcoming for relatives and visitors

Interaction between Residents and Staff

We observed staff and residents in conversation, staff were supporting and helping the residents

Staff brought residents into the day room and suggested they could go out and sit in the sun if they wanted to. Those that did were supported by the staff.

A resident who had had enough of being outside was helped back into the day room by a member of staff

Assessments of Needs, Care Planning and Complaints procedure

The unit we visited was catering for residents with varying levels of dementia. Staff told us that they involve families in planning the care and assessing the needs of their loved one according to the degree of their capacity.

Concerns/Complaint Procedure

The manager told us that they had received 4 or 5 complaints in the last 12 months and that these have been resolved locally with the support of relatives.

Involvement with local NHS and Social Care

Residents told us that they can use their own GP if they are agreeable to this or a GP is provided by the home.

Staff told us that they were happy with the services provided by local NHS.

Food

During our visit we did not see a menu on display, but residents told us that a choice is normally available.

Residents told us that they are happy with the food.

Residents told us that sometimes they help to choose the menu.

Activities

We were told by staff and residents that some of the activities were visits to the local pub, local parks, Baking, Shopping and they went on trip to Blackpool.

No minibus is available however residents can go out accompanied by staff.

We observed an activities program on the wall which included relaxation, exercise, personal care, reading, sing a long, puzzles and games, outings and a music quiz.

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 happen if people tell us there is a problem 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.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform 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 CQC where they are protected by legislation if they raise a concern.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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