



Best Practice

Enter and View Report

Belong Care Village

Visit: 21st September 2016

Report published: 24th October 2016

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Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure they are heard and listened to by the organisations that provide, fund and monitor these services.

What is Enter and View?

Part of the local Healthwatch programme is to carry out *Enter and View* (E&V) visits. Local Healthwatch representatives, who are trained volunteers, 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 (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. *Enter and View* visits can happen if people identify a problem but equally, they can occur when services have a good reputation. This enables lessons to be learned and good practice shared.

Healthwatch *Enter and View* visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit Healthwatch Warrington has safeguarding policies in place which identify the correct procedure to be taken.

Best Practice

This report has been compiled as a result of identified best practice rather than any reported issues. This may have come from Care Quality Commission inspections or local authority quality visits. The intention is that other care establishments can learn from this and replicate it in their own settings.

Disclaimer

Please note that this report relates to the findings observed on the specific dates set out below. This 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.

Acknowledgements

Healthwatch Warrington would like to thank the staff, in particular the Front of House Manager, Carolyn Ball for taking the time to show the team round and answering questions.

Background and Purpose of the visits

The Care Quality Commission carried out an inspection in February 2016. The subsequent report rated Belong as “Good” across the board. The management at Belong invited Healthwatch Warrington to visit the premises with this in mind.

An area of good practice which has also been identified is in relation to activities/entertainment.

Details of the Visit

Location

Belong Village, Loushers Lane, Warrington WA4 6RX

Date/Time

21st September between 10:30am and 12:30pm

Panel Members

Chris Upham - Healthwatch Warrington, Enter and View Panel Member

Vicki Blaylock - Healthwatch Warrington, Enter and View Panel Member

Provider Service Staff

Carolyn Ball, Front of House Manager

Details of the Service

Belong Warrington is registered for 73 beds, residential, nursing and dementia care is available. There is also self-contained accommodation in single and two bed apartments, of which there are 18 in total.

The registered beds where 24 hour care is provided are configured into 6 “Households” of 12 residents. One suite is reserved as a guest suite allowing families to stay overnight with poorly residents, it is however also registered and available for respite care.

The concept is that of a household model, where flexibility and person centred care are key components.

Belong Village also offers Respite Care, Domiciliary Care and Experience Days.

The care village is located in a pleasant residential area of Warrington, served by a regular bus service. It is near to the busy shopping village of Stockton Heath.

Results of the Visit

Wherever possible the reports below are in the words of the E&V team members who were present at the time of the visit. The reports have been collated by the Healthwatch Warrington E&V Consultant and some text has been formatted to allow for easy reading; however the essential facts of the team’s reports have not been altered.

Observations from the Visit

First impressions

The building is just over two years old and on first glance looks more like an apartment block or hotel, rather than a care establishment.

On arrival it was noticed that the car park was very full, presumably as a result of a Board Meeting being held.

There is an automatic door entry to the reception area. It was very clean, well-lit and welcoming, with a number of information leaflets available in eye height racks, along with posters advertising various events, including a “dinner dance” scheduled for that evening. Plenty of comfortable seating was available for the use of visitors.

Access

The receptionist was very professional, a sign in register was visible, and there was a polite request to complete. The reception area is manned 9am-6pm Monday - Friday, 9am - 5pm at the weekend. When not manned, the doors are switched to exit only.

Staffing & Leadership

The visiting team met with Carolyn Ball, Front of House Manager. She was a very enthusiastic individual, it was clear that she really cared about the services they provided and wanted to share that with others.

She told the team that the village is one of 5 in the North West operated by the company, that they were all identical and had been purpose built and modelled on the first one which was at Macclesfield. It does have a village feel to it and has self-contained apartments which are occupied by people requiring little or no care, but care is there in the background should it be required.

There are also 6 households which each house 12 residents. Each house a mix of residents with different needs from residential care to nursing care to dementia care. They feel that the mix, rather than segregation, works well for residents and staff alike. The oldest resident is 101 and the youngest 61.

Each household operates as a normal household would. The staff in each comprises of a Senior Support, a Support worker and a Host. They operate as a very close team. The support workers are all trained in the administration of medicines **(which are kept in secure cupboards in each resident's room)** and the Host takes care of cooking and other household duties. Residents are encouraged to get involved in little jobs like light housework or perhaps peeling vegetables and the residents appear to enjoy this. It is clear how happy everyone appears to be. During the night there is one support worker in each house with a nurse available if necessary. There is also a senior support worker who floats between each of the houses.

One of the “Households” currently has residents with higher needs and therefore has 4 members of staff. This is in addition to nursing staff.

Numerous members of staff and some residents were spoken to the visit, it has to be said that the place has a very happy feel to it. The staff are exceptionally enthusiastic and friendly and demonstrated a great rapport with the residents.

Activities & Leisure

The lounge area had adequate comfortable seating, was bright and cheerful, with a fireplace providing a focal point. There are TV's in the lounges, however they are not always switched on, as many of the residents prefer the radio. A small library was located in a small annexe, with two comfortable chairs.

Each “Household” has outside space available, with comfortable seating, tables and parasols.

The communal garden was laid out in three interconnecting parts. The formal part, with a red figure of eight path through, with seating at regular intervals. The raised vegetable beds, where residents are able to continue their gardening interests and activities. The produce being used in the “household kitchens”. In the final part hens are kept. Residents are able to visit the hens to collect the eggs accompanied by staff.

There is a vast array of additional facilities in the village, many of which are available for the general public to use.

The **Bistro**, is located on the ground floor, next to the reception area. It is open to the general public and serves food and snacks all day. It is bright and welcoming, with a comprehensive choice of food at competitive prices. The lay out is spacious with high chairs available for babies.

Hair and Beauty Salon, is open 4 days a week day and staffed by qualified hairdressers.

Exercise Suite, there is a range of equipment, which is currently used for exercise by around 30 of the residents on a regular basis, under the supervision of a qualified fitness instructor. Residents can have a specific programme based on identified need or use the facility when the instructor is present. The suite is also open to the public although not operated in the ways local gym would be run, it is available when the instructor is in.

Internet café, accessed by residents, the public and students from a neighbouring college. Residents are encouraged to Skype their family and friends.

The Venue, is a multi-purpose room used for social gatherings and events. It is also available for hire to other organisations. On the day of our visit, it was hosting a large board meeting, therefore the activities co-ordinator utilised the dining area of one of the “households” and invited “neighbours” from other “households” to visit.

The amount of activities on offer was considerable. Each day there are a series of planned activities, with ad-hoc additional activities for example:

Monday am - Coffee morning

Monday pm - Prize Bingo,

Tai Chi

Tuesday am - Reminiscence sing-a-long.

Tuesday pm - Quiz,

Pets as Therapy

Wednesday am - Games galore.

Wednesday pm - Oomph exercise

Reading and Poetry group.

Thursday am - Let's reminisce.

Thursday pm - Craft afternoon.

Film afternoon.

Friday am - Songs of Praise

Friday pm - Fish and chips in the Bistro,

Oomph! Exercise.

Additional activities advertised for the months of September and October included a Macmillan coffee morning, two Dementia Friends workshops, special offers at the Bistro, theatre visit to the Parr Hall, Floristry class, Church services, Car boot sale, a Memory box event on National Older Peoples day, Memory Walk, and a Balloon release.

It was clear that the residents were fully engaged in their activities on the morning of our visit. The enthusiasm of the Co-ordinator was to be commended.

There is also a bar area with comfortable seating and tables which is used for group exercise and functions. Televisions are readily available throughout the complex although not in personal rooms unless specifically requested.

The visiting team were specifically asked to view and report on the entertainment available to residents as this had been highlighted as best practice. The entertainment coordinator was especially bubbly and positive about the effect a range of entertainment has on residents. Every day there is at least one activity in the morning and another in the afternoon and most of the residents embrace and enjoy it.

On the day of the visit they had organised a dinner dance with live music and a hot pot supper. Residents were to be encouraged to dress up for the occasion and make it something special for them.

Trips out to places such as Blackpool and to the theatre are also organised.

The entertainment and activity team are committed to keeping all residents as active as possible and as engaged as possible and watching the residents, they certainly gave the impression they were enjoying themselves.

Administration

All residents are fully assessed on admission irrespective of if they have recently been assessed elsewhere. A care plan is agreed upon, with input from family, and is reviewed on a monthly basis or more regularly if appropriate.

Cleanliness

The whole of the building was bright clean and very welcoming.

The laundry facilities were especially noteworthy. There is a one way entrance for soiled laundry, with hand washing facilities available before moving through into the clean area, again with a one way system only. Smaller laundry facilities are available in each of the houses and sometime residents do their own laundry there.

There are several lifts in the buildings and adequate mobility aids spread throughout. Whilst each of the residents' private rooms has en suite facilities with wet room showers, there are also baths available with hoists should they be required.

The residents are also welcome to participate in basic household tasks, for example, one gentleman liked vacuuming, so he was provided with a light weight cordless vacuum cleaner to use.

Staff wear their own clothes to create a more informal approach, however protective aprons are available when caring for residents' personal needs.

Everywhere the visiting team went was absolutely spotlessly clean and it seemed as if the whole team took great pride in their place of work and their residents' home.

Management of Medicines

Each resident has an individual locked medicines cabinet in their own room. The majority of the residents are from outside of the area and as such have registered with Stockton Heath Medical Practice. Those residents who are from the Warrington area are able to retain their own GP should they prefer.

Food and Refreshments

Each "household" has an open plan kitchen, where residents are welcome to contribute to the preparation and cooking of meals if they wish. All meals are cooked in the "household" and served in the "household" dining area. Staff and residents eat together. Effort is made to ensure the meals are nutritious and appetising.

Each floor has a vending machine for drinks and snacks which relatives can access.

Smoking

Smoking was not a big issue as only one resident smokes. There is a staff smoking area and the resident enjoys going out for a smoke with staff members.

Privacy & Dignity

Each resident, and their family if they wish, are involved in their assessment of need, which is carried out by the Registered Manager, or his deputy on admission. This informs their specific care plan which is reviewed on a monthly basis, or more frequently should it be necessary.

Safety & Security

Every resident has their own en suite room leading off the communal part of the household. Each room is large and installed with technology to enable the staff to detect falls, or sudden movements without invading privacy.

There are only two doors, opposite each other, which both enter into the reception area. During the daytime reception is always staffed so unauthorised access is not possible. At all other times a buzzer needs to be pressed which will go to a member of the team who can deal with access or not. For those residents who are able enough, there is a key fob access not only to the exterior doors but also internal ones and lifts.

Staff Training

Belong employ a full time Practice Development Facilitator. Every new staff member has a five day induction programme, covering all mandatory elements. The organisation promotes a life-long learning culture and applies various methods of learning including on line learning and self-assessment.

Training delivered includes a range of mandatory and statutory training together with a range of additional training designed to better equip each team member to deliver quality care in a safe environment. Staff have access to specific computer led training programme to enable them to personally develop their skills. Testing is a regular feature to ensure all staff have achieved and maintained the appropriate competency level. Safeguarding is a major part of training.

Summary

The whole setting seemed to work extremely well. There appeared to be a significant amount of mutual respect for each other, regardless of the role the individual had within the organisation. In addition there appeared to be a real sense of enthusiasm and pride regarding the services they provided.

There is an open door policy and the local community is actively encouraged to come in and use the facilities, eat in the Bistro and so on.

Students from the local Priestley College are regular visitors and use the IT facilities.

For people considering them as a suitable place for a family member they have Experience Days and charge just £65 for someone to spend the day experiencing what is on offer including food.

Everywhere the visiting team went and everyone spoken to instilled a confidence that the place is exceptionally well run by a team of dedicated individuals who are well led by the management.

Recommendations/Identification of Best Practice

- 1.** *The range and frequency of activities provided is to be commended. Best practice is to be shared and promoted to other similar settings*
- 2.** *The sharing of facilities with the general public is of mutual benefit whether it is the Bistro, gym area or IT facilities. Whilst the community have the advantage of these facilities it also ensures a wide variety of people including all ages mix with the residents*

Distribution List

This report has been distributed to the following:

- *Warrington Council, Adult Social Services*
- *Warrington CCG*
- *Care Quality Commission*
- *Healthwatch England*

Appendices

Appendix A

Response from Provider

I would take this opportunity to thank Healthwatch Warrington for undertaking the Enter and View visit to Belong Warrington. We were delighted to have been given the opportunity to showcase what we feel we do well and to be able to share our experiences with others. The role that Healthwatch Warrington play in ensuring good practice is shared and accessible to all is extremely important.

What strikes me most when reading the report is how fortunate we are to have such a dedicated team of staff working in the Village, all of whom share our values and our aim to provide purpose and meaning in every interaction with our residents and visiting public. The organisation recognises the importance of good leadership and role modelling for all staff. We undertake a robust recruitment process which has been developed to identify those candidates we believe share our values and our aspirations. Care practice is not just about what we do; it's about how we think as well. We therefore look at promoting appropriate attitudes, developing skills, enhancing knowledge, encouraging reflection, lowering of defensive barriers and create opportunities for staff to develop expertise and share with others.

Around 80% of Belong residents live with dementia and we felt that it was extremely important that we are able to provide the highest standard of care. We have therefore developed a Dementia Skills Programme to ensure that training and evaluation of staff performance is not just a tick box exercise. Person-centred care is fundamental to Belong and we have therefore worked with Cognisco, a specialist in competency evaluation, to design an initiative that highlights support worker's knowledge, understanding and confidence to act appropriately using a dementia best practice framework. We call this our Dementia Skills Programme. Staff are provided with their own feedback report and development plan with links to identified learning needs. This gives an insight into staff who may benefit from further observation, coaching and training to improve their practice or confidence. After a period of three months, staff are reassessed to measure improvements. Additionally, we have committed a full time dementia trainer to

support the role out of this programme. The programme aims to: evaluate the effectiveness of existing dementia training at individual, team and organisational levels; provide management information for targeted interventions and training; provide a platform to encourage learning and reflective practice and to ensure continuous improvement and sustainable good standards of dementia care. Belong has been awarded Gold Accreditation from our recent Investors in People assessment.

The fact that the Village is purpose built also enables us to deliver on our promise to ensure residents' have every opportunity to be engaged in meaningful occupation. As well as the fun and playful activities such as the dinner dance, quizzes, craft sessions, film shows etc, this also includes day to day daily living tasks, such as helping to bake a cake for dinner, to take part in or supervise the preparation of a meal for the household, folding laundry, laying the dining tables ready for a shared meal. The household model facilitates and makes this happen and the Dementia Skills Programme we provide for staff ensures that they have the skills, knowledge and right approach.

We wish to ensure that all our residents continue to have a real connection to the local community, to feel included and to feel they belong to society and they are not simply sitting on the periphery looking in. That is why we have the Bistro, The Hairdressers, the Exercise Studio, The Venue and the Therapy Room, all of which are open and accessible to the public as well as being for the benefit of Belong residents.

On a final note I have to say how very proud I am to see examples given by Chris and Vicki of the enthusiasm, motivation and commitment from all members of staff across the Village

Janine

JANINE CURWELL

GENERAL MANAGER, BELONG WARRINGTON

