

ENTER AND VIEW REPORT



HIGHGATE LODGE CARE HOME

VISITED 5TH FEBRUARY 2025

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About Healthwatch Walsall

Healthwatch Walsall is your local health and social care champion. Across all the Borough, we make sure National Health Service (NHS) leaders and other decision makers hear your voice and use your feedback to improve care.

Through our community engagement activities, data intelligence systems, enter and view programme and our Healthwatch Champions, we continually monitor service delivery by way of concerns raised, feedback received, and the Healthwatch Independent Strategic Advisory Board use this intelligence to inform and shape the Healthwatch priorities and activities.

We analyse consumer feedback as well as a broad range of data sources to produce evidence and insight reports and information dashboards which can provide trends, statistical and performance analysis of services for use in monitoring and challenging service commissioning and provision.

What is Enter and View?

Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how service users access, use and understand what the overall service user experiences are, highlighting findings and potentially making recommendations that may lead to areas of improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential/nursing 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with the Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

Introductions

Disclaimer

Please note that this report is related to findings and observations made during our visit made on the 5 February 2025. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Peter Allen – HwW staff, Authorised Representative

Gabriel Obasa – HwW volunteer, Authorised Representative

Richard Jolly – HwW volunteer, Authorised Representative

Who we share the report with?

We share our report with members of the public, the service provider, Black Country Integrated Care Board (Walsall Place), the Care Quality Commission (CQC) and Healthwatch England. The report will also be published on our website and through our social media.

Provider details

Name of Service:

Highgate Lodge Care Home

Service delivered by: Twenty-One Care Services Ltd

Address: 66 Highgate Rd, Walsall, WS1 3JE
Telephone: 01922 218626
Website: <https://www.highgatelodgecarehome.co.uk/>
Service type: Residential care home

Care Quality Commission (CQC) information.

The service was rated 'Good' across all 5 categories of the CQC standards.

- Latest inspection – 28 February 2023
- Report published – 15 April 2023
- Latest review – 6 July 2023

Link to report: <https://www.cqc.org.uk/location/1-12801966335>

Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. A healthy environment: Right to live in an environment that promotes positive health and wellbeing.
2. Essential Services: Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. Receive safe, dignified and quality services: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.
7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community

Purpose of Visit

This was a revisit as we had undertaken an Enter and View visit on 7 February 2024 and we wanted to find out if any of our previous recommendations had been put in place and to see if there had been a positive impact for residents.

This was an announced visit. We confirmed with the Home on the morning of the visit that there were no outbreaks of Covid or other infectious conditions. We sought to gather resident and relative experiences about care delivered at the Home.

Our visit was on 5 February 2025, and we were able to speak to one relative and six residents plus two members of staff and the Manager of the Home.

What we did

We arrived at the building at 10:00 am before being introduced to the Manager.

We then spoke with residents and one relative who agreed to and could take part in a brief chat about their daily life in the home and the care they receive at Highgate Lodge.

We later interviewed the Manager and two staff members.

Environment

The home comprises a house with extensions.

There are up to 10 car parking spaces for use by visitors, staff and contractors.

The entrance to the building is well signposted on the right as you enter the car park. Access to the building was level from the car park.

The outside of the building was well maintained with external lighting/lamps. Entrance is gained via a doorbell for visitors. There was CCTV in place.

Internal

In the reception, there was a visitor signing in book (we were asked to sign in). There was a noticeboard with the recent CQC rating and other Home related information. There was a hand sanitising unit to use and this was operational.

There are two communal lounges including access to the garden and a separate dining area.

Décor inside to ground floor was clean and tidy. The redecoration of the first-floor communal areas was planned for the near future.

The resident bedrooms are positioned from each side of the main corridor. There was CCTV in place in the communal areas.

We did not notice any unpleasant odors. The furniture was clean and appeared to be in good order.

The decor also appeared to be in good order and there was planned redecoration in place. There did not appear to be any obvious health and safety concerns.

There were a number of hand sanitising units around the home which we used occasionally, all of which were working. Signage to the toilets and fire exits were clear.

Resident responses

We spoke to six residents and one relative. There were approximately twelve residents in the ground floor communal lounges and dining area.

We identified that residents had been in the Home ranging from a few weeks to three years. So, for some it was a very early stage to make fully informed comments, but the residents' responses went from initial impressions to experience over time

We asked what is life like for them in their home



Residents' comments:

'It is good place to live. Don't like that's its quiet'
'Want to go home'
'Boring, same activities'
'Not good, arguments'
'Nice Xmas party, nice people'
'I like it here'

We asked what choices they have

The choices were around what time they went to bed and got up in the morning, what clothes they wished to wear and if they had a choice in taking part in activities. The residents expressed that they felt that they had choice in these areas.



Residents' comments:

'Only clothes from the Home so not much choice'
'Choose clothes but not much food choice'
'Good selection of food'
'I've never had food I don't want'
'Food, don't get choice'
'Out on good selection of food'

We asked how safe they felt within their home



Residents' comments:

'Feel very safe'
'Yes, I feel safe'
'Yes. Another resident visited at night but not threatened'
'Yes, is a mat as well'
'Yes. No violence or threatening behaviour'

We asked if they felt cared for (access to GP, Optician, Hairdresser etc.)



Residents' comments:

'New Nurse said I had to eat more veg'
'Able to see a Doctor when I need'
'Hairdresser comes and nails done here'
'I'm treated with respect'
'Don't take notice of me'
'Yes'

We asked if they had an issue or concern do they know who to speak to



Residents' comments:

'Don't care and want to go home'
'Haven't heard about meetings'
'Staff tell me about things'
'Can't join in exercise group'

We asked how involved they were in the Home



Residents' comments:

'Very confident speaking to Manager'
'Good bond with staff'
'Yes, very confident'
'Yes, would tell daughter and staff'
'I tell the person dealing with. I talk to most of them'

One resident answered No. And then said 'Not really happy. No glasses and no hair cut'

We asked if they felt that they could raise a concern/ issue without repercussion



Residents' comments:

'Not sure'
'No go to daughter'
'Yes, no issues'
'No fear of repercussions'
'Yes, no issues'

We did not record a response for one resident.

We asked they felt that they had a healthy diet and some activity



Residents' comments:

'Very good selection of food. Staff go out of their way'

'Yes'

'Don't care. Its edible'

Yes. Can help self to water'

'Yes'

'Foods needs be hotter. Plenty of drink'

We asked if they could change one thing, what would it be and why



Residents' comments:

'More space for women. Not happy with language'

'I don't think there is'

'Television same thing all the time'

'Change the food'

'Nothing'

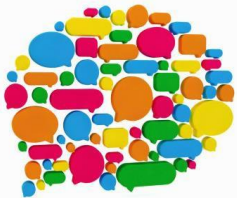
'Have the football on TV'

The residents we spoke seemed to be happy in most aspects and well cared for, but would like more activities.

Relative responses

We spoke to one relative who was visiting their loved one in the Home. We used the same questions as we asked residents.

We asked what is life was like for their loved one



Relative comments:

'The Home is good. They're well cared for'

We asked what choices there were regarding, clothing, food, bedtime and activities



Relative comments:

'Yes. They have a good choice'

We asked if they felt that the resident felt safe?



Relative comments:

'Very safe'

We asked if they felt that they felt that the resident felt cared for



Relative comments:

'Yes. Access to GP and hairdresser'

We asked if they felt that they could raise an issue without repercussions



Relative comments:

'No concerns'

We asked if they felt that the resident able to eat healthy food and had a balanced diet



Relative comments:

'Has put a healthy amount of weight on since they came in'

We asked the relative how involved the resident and they were in the home



Relative comments:

'Very much in touch and communication is spot on'

We asked if they could change one thing what would it be



Relative comments:

'Reading materials, other activities, TV guide and more games'

Staff Member interviews

Manager's Interview

The Manager confirmed the occupancy was currently 21 out of 24 beds.

We were told that the home had staff vacancies for one full time Senior and one part time Activity Co-Ordinator two bank staff. Only use Agency for one-to-one care.

<u>Morning</u>	<u>Afternoon</u>	<u>Evening</u>
1 Senior 2 carers	1 Senior 2 Carers	1 Carer plus one on call

In addition, there is maintenance, laundry, kitchen and domestic staff.

External entertainment included singers and visits from therapy animals.

We asked if they felt confident in their role

They answered yes. They appeared to be very confident and had been at the Home for 3 years.

We asked them to describe the care planning and risk assessment process

Use referral risk assessment prior to admission and then risk assess according to results of monitoring.

We asked how much time are they able to spend with residents and did they feel that it was adequate?

The Manager mentioned that they are doing daily rounds, and were able to see and speak to residents daily. Holding 1 to 1 chats with individual residents over the week.

We asked if the training they received supported them to help meet the needs of the residents

We were told that there is a mix of training online and in person.

We asked how they deal with any concerns from residents

The Manager reported that she had an "open door" policy and relatives were quite happy to discuss any issues. Residents spoke to them during daily rounds or via other staff.

We asked how they felt about the supervision and support that they receive when caring for residents

Yes and the owners are very supportive. They visit the Home once weekly.

We asked if they had any concerns would they feel confident to raise them

Yes, no issues

We asked if they change one thing, what would it be and why

They said, 'less tick box exercises and are assured that other professionals do their job'.

Staff Members

We spoke to two staff members.

We asked if they felt confident in their role

They said 'yes'. One had been at the home 18 months and the other 6 years' experience in their role.

We asked them to describe the care planning and risk assessment process

They told us that they use the central digital monitoring record system.

We asked how much time are they able to spend with residents and did they feel that it was adequate

Every morning for 5 – 6 days per week.

We asked if the training they received supported them to help meet the needs of the residents

They reported that they had received standard training, some on site and a lot online such as the mandatory units including manual handling, food hygiene and safeguarding.

We asked how they deal with any concerns from residents or relatives

Go to Manager or senior. Record on iPad, internal record keeping process.

We asked how they felt about the supervision and support they received when caring for residents

They reported that there was always supervising staff available offering good support.

We asked if they felt confident raising any concerns

Not at all. Quite happy to raise a concern if necessary.

We asked if they would change one thing what would it be and why

Occasionally we need more staff.

Findings

1. The Manager has been at the care home for the last 10 years. Starting off as a care assistant and then progressing to become the Manager. They have been in the Manager role for the past 5 years.
2. Improvements are planned which are starting to be implemented on the first floor.
3. There were a few adverse comments regarding choice of food.

4. There was also a comment about the food needing to be hotter.
5. A few residents did not feel that they could not raise a concern.
6. A few residents indicated that channels on the TV could be changed.
7. Manager noted that activities were going to be improved by looking for an activities co-ordinator. Residents would then be able to enjoy external visits.
8. Décor appeared to be in good repair. Some areas on first floor part of the planned redecoration.
9. Staff were attentive and caring and asked residents if they required tea, coffee or cold drinks.
10. Residents seemed to be well kept.
11. A relative indicted that there could be more activities for resident(s).

Recommendations

1. Recruit a permanent Activity Co-Ordinator.
2. Increase/improve activities to promote the residents' mobility, stimulation and enjoyment.
3. Check food is of correct temperature if meal is supposed to be warm/hot.
4. Add some features, points of interest to the garden areas to engage residents and encourage external visits and use of the garden area when the weather allows for this
5. TV channel selection to be changed when possible.
6. Whilst a new activities co-ordinator is found look at games, reading and choices of things to watch on TV for the residents.
7. Ensure residents and relatives are aware and feel empowered to raise concern(s) whether this be individually or by resident/relative meetings.
8. Put up a barrier to restrict people access around any old furniture to be removed and similar while waiting for skip.

Provider Feedback

The Manager corrected the length of service and time in post that we had indicated. And that they are able to engage with residents daily and they are able have 1 to 1 chats with each resident over a week.

There were no further amendments to the report by the provider.

Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>

Find us and our reports on our Social Media platforms



Facebook: @HealthwatchWSL

X (Twitter): @HWWalsall

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020



**Committed
to quality**

We are committed to the
quality of our information.
Every three years we perform
an in depth audit so that we
can be certain of this.

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