

# Enter and View Activity

Newton House, Grantham

Monday 16 October 2023

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**Healthwatch Lincolnshire** is your health and social care champion. We make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve care. We are part of a national network of 152 local Healthwatch in England.

**We have three main areas of work:**



- **Listening to feedback** - we listen to people's experiences and we seek out views as part of larger research projects. Healthwatch has legal powers to undertake Enter and View visits to NHS services and care settings. This is to observe and hear how users are experiencing the services.



- **Influencing Providers and Commissioners of Health and Social Care** - we also spend a lot of time building relationships and attending meetings within the local health and care system so that the patient's voice can be heard in the right places, at the right time.



- **Advice and information** - we help people to understand health and care services.

Your experiences matter, we strive to be a strong voice for local people to help shape how services are planned, organised and delivered.

**Acknowledgements**

Healthwatch Lincolnshire would like to thank Newton House Care Home Residents / Service Users and Staff Team for their co-operation and support in this Enter and View activity.

**Disclaimer**

Please note that this report relates to the findings by the Healthwatch Lincolnshire Representatives during the visit on Monday 16 October 2023. This report is not a representative portrayal of the experiences of all Residents / Service Users.

## What is Enter and View?

Healthwatch Lincolnshire has the statutory right under the Health and Social Care Act 2012 to carry out “**Enter and View**” visits to NHS health and social care services.



- The Local Government and Public Involvement in Health 2007 (amended via the Health and Social Care Act 2022) makes Enter and View Possible.
- The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 makes sure service providers allow Healthwatch entry to observe services.

**Healthwatch Lincolnshire** staff and volunteers (known as Authorised Representatives) work together to carry out these visits. Authorised Representatives are recruited, trained and have a current DBS check.

### **Enter and View is important because:**

- it can give seldom heard people a voice
- gather more detailed information
- help with joint working
- provide more evidence
- identify best practice.

The aim of the visit is primarily to listen to the feedback of the Residents / Service Users, their families, carers and staff. To observe service delivery and the facilities available for Residents / Service Users. The feedback and observations are then collated into a report including any suggestions or recommendations. The care provider has the opportunity to comment on the report before it is published.

Enter and View is **NOT** an inspection. It is a standalone activity to engage with Residents / Service Users and listen to their voice about the service that they are accessing.

### **A service can be visited for several different reasons such as:**

- the public has provided feedback about the provision
- it is part of a rolling program of visits to similar services
- a service is running well and good practice could be implemented in other places.



## Background

### Barchester Healthcare

Barchester Healthcare Ltd is an independent care provider in the United Kingdom, running over 250 care homes and seven registered hospitals across the country. The organisation employs over 17,000 staff in care homes which offer residential and nursing care.

### Newton House, Grantham

Located in Grantham, Newton House is a single storey, purpose-built home with extensive garden areas adorned with plants, fruits and vegetables. It is centrally situated for friends and relatives to visit, at any time of the day. The home provides high quality 24-hour nursing and residential care, alongside expert care for people living with dementia. They also offer respite care or short breaks, which can now be pre-booked up to a year in advance.

Additionally, Newton House has a dedicated Memory Lane Community that provides a safe, homely environment for people living with dementia. It has been designed following guidelines ensuring the care they provide supports residents' freedom of choice. The home aims to maintain their Residents / Service Users' life-skills, improving their self-esteem and helping them to maintain and develop their independence while they are living within the home.

Newton House Care Home has a team of highly qualified and attentive staff who are committed to providing individualised care in a safe and comfortable environment. This dedication can be seen in all aspects of life within the home, including in their cooking, hospitality and activities programme, which are all designed to meet the needs and interests of each resident.

#### Information extracted from website

<https://www.barchester.com/home/newton-house-care-home>

## Fees and Funding



There are several different ways in which a Barchester Healthcare Adult Care Service placement can be funded. This includes:

- **Local Authority Funding** This is where the Local Authority (typically the local Council) agrees an amount to fully fund a person's support, whether it is in a residential placement or as part of a supported living

package. The funding package is agreed following an assessment of the person's needs and covers both accommodation and support.

- **Joint Funding between Local Authority and NHS** This is where an individual has a Continuing Healthcare (CHC) assessment. In this instance, funding will be split between the Local Authority and the NHS. The funding package is agreed following joint assessments of the person's needs and healthcare needs. The Local Authority element of the funding will cover both accommodation and support, the NHS assessment will cover the continuing healthcare needs.
- **NHS Funding** It is possible that an individual's health needs are such that the NHS will fully fund a person's support package. The funding package is agreed following an assessment of the person's needs and covers both accommodation and support.
- **Individual /Personal Budget** This is where the Local Authority allocates a specific amount of money for a person's support needs. The amount is determined by an assessment of the person's needs and means. The person will also need to agree a support plan to show how and where the money will be spent, whether they decide for the Local Authority to choose services for them or if preferred to have direct control of the budget themselves – e.g., a direct payment.
- **Direct Payments** This is where the person receives an amount directly from the Local Authority and can choose how to spend the money on their support. Choosing a direct payment gives them maximum flexibility with their support package but does mean they have to manage the money themselves. Fees are calculated based on the assessed needs of an individual. Each fee will include a staffing element, based on the hours of support assessed and required. In some instances, the staff support may be shared with other individuals, and in this situation the individual would only pay for the share of staff time.

## Glossary and Abbreviations

<b>Active Listening</b>	To listen, to hear and discuss what has been said.
<b>Adult Social Care</b>	Adult Social Care aims to help people stay independent, safe and well so they can live the lives they want to. This includes people who are frail, have disabilities or neurodiversity, mental health issues as well as the people who care for them.
<b>Announced Visit</b>	A visit planned by Healthwatch and the place being visited.
<b>Anonymous</b>	Not naming people.
<b>Authorised Representative</b>	An Authorised Representative is a trained volunteer who participates in Healthwatch Lincolnshire's 'Enter and View' activities, alongside other Healthwatch Lincolnshire volunteers and staff.
<b>Care Home</b>	An establishment that can provide accommodation and personal care for people who need extra support in their daily lives.
<b>Carers</b>	Carers are people who look after or support those with health or social care needs and can include partners and family members.
<b>Communal Area</b>	An area that everyone uses, such as dining rooms or lounges.
<b>Confidentiality</b>	Respecting private information.
<b>Dementia</b>	Dementia is a collective term for various symptoms of diseases that affect the brain in different ways, the most common types include: Alzheimer's Disease, Vascular Dementia, Lewy Body Dementia and Frontotemporal Dementia.
<b>D.I.C.E Tool Describe, Investigate, Create and Evaluate</b>	This is a tool for care givers to implement environmental modifications to alleviate the person's irritability, aggressive outbursts or wandering. It is recommended over medicinal treatments because it has less adverse side effects, allows interventions to be easily modified and gives

	caregivers actionable steps to improve the person's quality of life.
<b>E+V</b>	Enter and View
<b>Getting to Know Me Booklet</b>	This booklet asks for brief information about the person: their likes and dislikes, their background, what they like to be called, the important people or places in the person's life, what helps them relax, how they take their medication, their normal routines, if they wear glasses or a hearing aid, what they like to do for themselves and what they need help with. There is also space for the carer to add in relevant information they think the staff should know to help them provide the best care possible and to understand any behavioural issues the person might have.
<b>LCC</b>	Lincolnshire County Council (Local Authority)
<b>Memory Lane Community</b>	Specialised resources for people living with dementia. Reflecting the home's model of care based on hospitality, comfortable surroundings and high quality care. Designed to bring out the strengths of people living with dementia, to be welcoming to relatives and to local communities and to ensure that staff give their best in a supportive environment.
<b>Residential Home</b>	A home with social-work supervision for people who need more than just housing accommodation, such as elderly people, children in care, or adults with learning difficulties.
<b>Service User</b>	'Service User' describes anyone who has accessed (or is eligible to access) health or social care services.
<b>Specialised Residential Care Services</b>	While all care homes offer accommodation and personal care, there are specialist types of care homes that offer additional services for Residents / Service Users with greater needs. Care homes can be run by private companies, local councils or charitable organisations.
<b>Supported Living Services</b>	Supported Living Services can help if the person does not want to live in residential care, but they




	<p>are finding it difficult to cope at home. They are a combination of suitable accommodation (including your own home) with some forms of personal care (such as help with cooking or washing). Some supported living homes are shared by 2 to 3 people with similar health or disability needs. Staff will usually visit the home to help the person with day-to-day activities (getting out of bed, going to college or work and doing simple tasks such as shopping, housework or repairs). They may also help with administrative tasks or personal care.</p>
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### Details of Visit


Details of Visit	
<b>Service Address</b>	<p>Newton House 148 Barrowby Road GRANTHAM Lincolnshire NG31 8AF</p>
<b>Service Provider</b>	<p><b>Barchester Healthcare</b></p> <p><b>General Manager:</b> Sonia Fairhurst <b>General enquiries</b> 01476 578 072</p>
<b>Dates and Timings</b>	<p>Monday 16 October 2023 10 am to 3 pm</p>
<b>Healthwatch Representatives</b>	<p>Oonagh Quinn Healthwatch Involvement Officer</p> <p><b>HWLincs Volunteers / Authorised Representatives:</b> Maria Bright Julie Emmott Alison Cadman</p>

## Methodology

- Healthwatch Lincolnshire as part of their Engagement Programme wanted to include the voice of Residents / Service Users of care homes in gathering their views on health and care services. This was part of the Enter and View visits to registered care homes known to the Local Authority and Adult Social Care Services at Lincolnshire County Council.
- A Resident / Service User and Staff Survey, designed by our Research and Insight Officer was used to collate feedback.
- The Involvement Officer and Authorised Representatives were invited to the Care Home to talk to as many Residents / Services Users on an announced visit.
- Staff were given the survey to complete independently and Residents / Service Users were invited to talk to the Healthwatch Representatives in designated areas. On this visit, the Residents / Service Users preferred for the conversation to take place in their own room.
- Staff introduced the Authorised Representative to the individual Resident / Service User and all Residents / Service Users were made aware that they had a choice in whether they participated in this activity.
- Each Resident / Service User then spoke to one of the Healthwatch Representatives who recorded their discussion on the Resident / Service User Survey. No personal details were recorded and a limited range of demographics was recorded.
- Authorised Representatives respected the privacy and dignity of each individual Resident / Service User during their conversation. The Team also did not conduct interviews during the lunch period so as not to interrupt the routine of the Residents / Service Users.
- Twelve Residents / Service Users took part in the interviews: one male and eleven females.
- Six members of staff completed a survey and returned the survey to Healthwatch after the visit.



**“Can't fault the care home. They do everything for me and give me everything that I need.”**



**“I think that they do a brilliant job here. Everything is good. Clean and staff are lovely and food is good.”**

## Findings / Observations

On the day of the visit, all the Healthwatch Authorised Representatives were made to feel welcome by the staff and Residents / Service Users.



- 12 Residents / Service Users volunteered to be interviewed and 6 members of staff completed the staff survey after the visit.
- On arrival, all Healthwatch Authorised Representatives had their photo ID checked, were asked to sign in and were offered a drink. The Team was made aware of the Café area where we could make our own drinks and have lunch.
- The home was very tidy, clean and the communal areas were very informal and welcoming.

The Team was taken onto one of the Units by a Senior Care Worker where the interviews could take place. The Residents / Service Users preferred that the Team spoke to them in their individual rooms. Each Resident / Service User was introduced by the staff member and confirmation / consent was given by the person for the voluntary interview to take place. One Resident / Service User was happy to be interviewed in the communal dining room.

“I am left alone when I need time for myself and I am not bothered by people. They look after me and the staff team check in on me.”

“Nice food, no one interferes and I can make my own choices but I feel that I do not have any privacy.”


## Residents / Service Users Feedback

### General


- Of the 12 Residents / Service Users who agreed to take part in our survey, we found that 4 residents had lived at the home for less than 3 months, 1 for less than 12 months, 5 for under 2 years and 2 for more than 2 years.
- 4 Residents / Service Users rated the home as good with 8 rating it as very good.
- All Residents / Service Users where they were able, were encouraged to keep in touch with friends and family via telephone and were able

to have visitors at anytime during the day or night. Usually visits took place between 8 am and 8 pm.

- The Residents / Service Users knew that a hairdresser came in on a weekly basis and some Residents / Service Users said that the staff would remind them of their appointments. There was also the regular visit from the chiropodist, who attended the home every 4 to 6 weeks. During the visit, the chiropodist was in the home in one of the communal lounges to work with Residents / Service Users.
- The Residents / Service Users were encouraged to keep the GP that they had prior to living in the home and all 12 residents expressed that they were able to get appointments with their GP, nurse, dentist (if required), optician and access to hearing tests in a timely manner. They also expressed that Specsavers came into the home to do eye and hearing tests for those Residents / Service Users who found it harder to access the service within the community.
- The 12 Residents / Service Users all rated the food as good or very good with a variety of choice. They were invited to regular meetings to discuss the menu and had access to snacks, drinks and alternative choices throughout the day. The Residents / Service Users generally ate in the dining area where they had company, but one Resident / Service User sometimes just liked to eat alone for peace and quiet.
- Nine of the Residents / Service Users interviewed were not sure if there were days out organised and how they might take part in them. Two Residents / Service Users chose not to take part in this as they were happier staying in the home and doing activities there.
- The 12 Residents / Service Users said that they felt safe and happy in the home as they had company and lovely, caring staff to look after them.
- The main thing that the Residents / Service Users would like to change is to have more permanent staff so that they got to know the residents.



**“Staff are very helpful and can’t do enough to help you.”**



**“I like living here ..can’t think of anywhere better. Feel safe and looked after.”**

## Staff Feedback

### General



- Six staff members completed the Staff Survey and returned to Healthwatch after the visit.
- All 6 staff had worked at Newton House for more than 2 years which gave continuity to the Residents / Service Users.
- Visitors are allowed at anytime, but visits usually take place between 8 am and 8 pm.
- There is an inhouse hairdresser that the Residents / Service Users can access with bookable appointments and staff will remind Residents / Service Users, where appropriate, of their upcoming appointments.
- All staff expressed that they do not have issues or concerns getting access to services from local GPs, nurses, opticians or dentists. Residents / Service Users are encouraged to stay with their own health care professionals that they were registered with prior to living within the care home to ensure continuity of care and reassurance.
- Staff said that there are always lots of choices on the daily menu including options if the Resident / Service User do not fancy the food on the day. The Residents / Service Users have a "Getting to Know Me" book and are invited to the monthly (first Friday of the month) Residents / Service Users Meetings to discuss food and menu choices and activities for the following month. There is also a tea trolley and snacks available throughout the day as well as drinks and snacks provided within the activities.
- There are a range of activities on every day, with a number of activities planned for the future. The Care Home shares a minibus which offers an opportunity for day trips away from the home for Residents / Service Users.
- Recruitment is continuous but the staff expressed that the Residents / Service Users are in a safe environment with a high level of good quality person centred care. The Unit can get very busy especially when many Residents / Service Users require personal care. This can leave the Unit without visible staff to watch over the Residents / Service Users. This can sometimes lead to a Resident / Service User having to wait a little bit longer than they would like for a staff member to respond to them.
- One staff member mentioned that the D.I.C.E. Tool does not allow for more staff on the units.

## Recommendations

### General

- **Some foods and activities can improve wellbeing for people living with Mental Health conditions or issues, as well as dementia and other long term conditions. Are training and qualifications offered to the Cook and Staff Team to support the Residents / Service Users?**
- **Many Residents / Service Users who live at the home are living with dementia and other related memory loss conditions or issues, are visual prompts used throughout the home to support them? e.g., photographs of menu choices, pictorial signage on communal areas, personalisation of entrance to their rooms, toilets, bathroom facilities, programme of activities.**

## Service Provider Response

“I have reviewed the report and would like to say the following:

We would like to thank Healthwatch for the positive report received and note the recommendations made, some of which are already implemented and we will work towards the others immediately.

We would like to thank the team for the positive manner they conducted the visit and we are proud to read such lovely feedback from residents and staff. “

**Sonia Fairhurst** | General Manager - Newton House | Barchester Healthcare

## Distribution

**The report is for distribution to the following:**

- Care Home Management Team
- Lincolnshire County Council – Adult Social Care Contract Team
- Lincolnshire Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- NHS England
- Healthwatch England and the local Healthwatch Network

Published on [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)

## Additional Information

**Latest Care Quality Commission (CQC) Inspection Report (April 2021)**

<https://www.cqc.org.uk/location/1-125861604>

**Lincolnshire Adult Social Care**

<https://www.lincolnshire.gov.uk/adult-social-care>

## Appendices

- **Appendix 1: Resident / Service User Survey**
- **Appendix 2: Staff Survey**

## Appendix 1: Resident / Service User Survey

### Enter and View Survey – Care Homes

Healthwatch have a legal power to visit health and social care services to see them in action. This power to 'Enter and View' services is a statutory function of Healthwatch and allows us collect service user and staff feedback on services. This feedback allows us to highlight good practice and make recommendations to services on how they can improve.

**All feedback provided is anonymous.** The feedback will be used to identify areas where the care home is working well and where improvements could be made.

If you would like more information about this work, require any support to complete this survey or require it in another format, please contact:

**Phone: 01205 820892 Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)**



Firstly, who is completing this survey:

- I am resident, and these are my own views
- I am a friend/relative of a resident and these are their views
- I am a friend/relative of a resident and these are my views

1. How long have you lived in the care home?




- Less than a month
- 1 – 3 months
- 4 - 6 months
- 7 – 9 months
- 10 – 12 months
- 1 – 2 years
- 2 years+
- Prefer not to say

2. How would you rate your care? Please circle the face which best represents your feelings.

			
<b>Very good</b>	<b>Good</b>	<b>Poor</b>	<b>Very poor</b>

Please briefly give the reason(s) for your rating:



Your Care				Comments
	Yes	No	Don't know	
3. Do your carers treat you with respect and dignity?				
4. If you were unhappy with your care, could you tell someone?				
5. Who would you tell?				
6. Have you raised any concerns about your care previously?				
7. Do you feel your concerns were taken seriously?				
8. Are you asked for your feedback about the care home?				

9. A) Do you have any concerns around staffing levels?

B) Is there a reason(s) for your concern around staffing levels? *(For example, have you seen or experienced any impact(s) as a result of staffing levels?)*

**Visitors**

10. Are you able to stay in contact with family and friends over the phone?

Yes

Not sure

No

Prefer not to say/ N/A

11. When can visitors come to see you?

12. Do people come into the home e.g., to do your hair?

Yes

No

Not sure




Prefer not to say




**Access to services**

13. When you need to, are you able to access the following: (please tick)

	Always	Sometimes	Never	Not sure	Prefer not to say / N/A
A GP or Nurse					
A Dentist					
A hearing check					
An Optician					
A Chiropodist					

Tell us more if you wish below:

Food and Drinks				Comments
	Yes	No	Don't know	
14. Do you enjoy the meals and drinks you have?				
15. Are you involved in deciding what food and drinks you have?				
16. Are you able to get snacks and drinks when you want them?				
17. Is there anything else you would like to tell us? (in relation to food and drink)				

Activities				Comments
	Yes	No	Don't know	
18. Are you asked about the different hobbies or activities you would like to do?				
19. Are the activities in the home are fun and interesting?				
20. Are there ever any days out e.g., to the seaside?				
21. Is there anything else you would like to tell us about? (in relation to activities)				

**22. What is your favourite thing about living here?**

**23. If you could change one thing, what would it be?**

**Tell us a bit about you!**

*By telling us a bit about you we can see if all residents are treated the same or if some groups of people have different experiences. **This information is strictly confidential and you will not be able to be identified from your answers.***

*If you are a friend/relative of a resident, please answer the following questions in relation to the resident.*

**24. What is your gender?**

- Woman
- Man
- Prefer not to say

**25. Can you tell me how old are you? Alternatively, do you know how old you will be next birthday?**

If you would prefer not to say, please leave blank.

**Thank you for sharing your thoughts 😊**

## Appendix 2: Enter and View Survey – Care Homes – Staff Survey

Healthwatch have a legal power to visit health and social care services to see them in action. This power to ‘Enter and View’ services is a statutory function of Healthwatch and allows us collect service user and staff feedback on services. This feedback allows us to highlight good practice and make recommendations to services on how they can improve.

**All feedback provided is anonymous.** The feedback will be used to identify areas where the care home is working well and where improvements could be made.

If you would like more information about this work, require any support to complete this survey or require it in another format, please contact:

**Phone: 01205 820892**

**Email: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)**

### 1. How long have you worked at this care home?

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Less than a month | <input type="checkbox"/> 7 – 9 months   | <input type="checkbox"/> 2 years+          |
| <input type="checkbox"/> 1 – 3 months      | <input type="checkbox"/> 10 – 12 months | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 4 - 6 months      | <input type="checkbox"/> 1 – 2 years    |  |

### Visitors

#### 2. Are residents able to stay in contact with family and friends over the phone?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure          |
| <input type="checkbox"/> No  | <input type="checkbox"/> Prefer not to say |

#### 3. When can visitors come to see residents?

#### 4. Do people come into the home to do e.g. residents hair?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure          |
| <input type="checkbox"/> No  | <input type="checkbox"/> Prefer Not to Say |

**Access to services**

5. When you need to, are you able to access the following for residents: (please tick)

	Always	Sometimes	Never	Not sure	Prefer not to say
A GP or Nurse					
A Dentist					
A hearing check					
An Optician					
A chiropodist					

Tell us more if you wish below:

**Food and Drinks**

6. Are residents involved in deciding what food and drinks they have?

7. Are residents able to get snacks and drinks outside of mealtimes?

## Activities

8. Are residents asked about the different hobbies or activities they would like to do?

9. Do you think the activities in the home fun and interesting?

10. Are there ever any days out e.g., to the seaside?

## Recruitment

11. How often is the care home recruiting for frontline care staff?

- |   |   |
|---|---|
| <input type="checkbox"/> Continuous         | <input type="checkbox"/> Every 10-12 months |
| <input type="checkbox"/> Every Month        | <input type="checkbox"/> Every 1-2 years    |
| <input type="checkbox"/> Every 2-3 months   | <input type="checkbox"/> Every 2 years+     |
| <input type="checkbox"/> Every 4-6 months   | <input type="checkbox"/> Not Sure           |
| <input type="checkbox"/> Every 7 – 9 months | <input type="checkbox"/> Prefer not to say  |

**12. In your opinion, what impact does current staffing levels have on service delivery and the quality of care provided?**

**13. In your opinion, what impact do you feel current staffing levels have on service users/residents?**

***Questions for Managers***

**14. In the past 12 months, how many frontline care staff have been recruited?**

**15. How many of these recruits are still employed by the home today?**

**16. From your understanding, what are the tops reasons for leaving?**



**17. Have you noticed anything improve about the care and services provided in the last 6 months?**

**18. If you could change one thing, what would it be?**

**Thank you for sharing your thoughts 😊**



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