

# Enter & View Report

The Willows Nursing and Residential Home  
July 2023

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# Report details

Details of Visit	
Service Address	105 - 107 Coventry Road Market Harborough Leicestershire LE16 9BX
Service Provider	Mr & Mrs J F Cooper And Mrs J M Riddett & Mr J F Cooper
Date and Time	Thursday 6 July 2023, 10am
Authorised Representatives undertaking the visit	Kim Marshal-Nichols and Debra Watson

## Acknowledgements

Healthwatch Leicester and Healthwatch Leicestershire would like to thank the service provider, residents, and staff for their contribution to the Enter & View Programme.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. 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.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Healthwatch Leicestershire.

# Purpose of the visit

Independent Age, a national charity, supported by Healthwatch, have developed a set of eight quality indicators for care homes. We are including an evaluation, based on our findings on the visit, of these quality indicators.

A good care home should:

1. Have strong, visible management.
2. Have staff with time and skills to do their jobs.
3. Have good knowledge of each individual resident, their needs and how their needs may be changing.
4. Offer a varied programme of activities.
5. Offer quality, choice and flexibility around food and mealtimes.
6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.
7. Accommodate resident's personal, cultural and lifestyle needs.
8. Be an open environment where feedback is actively sought and used.

For further information: [www.independentage.org/policy-and-research/our-8-care-home-quality-indicators](http://www.independentage.org/policy-and-research/our-8-care-home-quality-indicators)

## Methodology

Our Authorised Representatives (volunteers who have undergone specialist training and are DBS checked) attend and make observations.

Where possible, talk to residents about aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.

Where possible, talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.

Speak to staff about training, turnover, support and staff levels.

Observing interactions between residents, staff, manager and visitors.

# Results of the visit

## External

The entrance to the home was well signposted. The home was easily accessible with paving suitable for wheelchair access. The home has car parking facilities available.



The outside of the building was well maintained, including the garden areas which were easily accessible and decorated by the residents. The garden area downstairs was accessible through a lounge.

We were informed by the manager that there was easy access to the park and a coffee shop which was well used by the residents and families.



There is no external CCTV. Access to the home was by a bell and a key pad and was used by staff to exit the home. The upper floor was accessible via a lift and stair lift.

## Internal

The staff offices were very near the reception area. There is no internal CCTV. We signed the visitor book and it was used well. Throughout the visit we did not notice any odours at all throughout the building. We could see air fresheners were used in the home.

The décor was well maintained. There was a programme of redecorating some resident's rooms. All the furniture was in good condition. Apart from secured medication trolleys; the corridors were free of clutter and all areas were clean.

There was a choice of two meals available at lunch time. Drinks were available in the lounges. There was a small kitchenette where drinks and snacks could be made if needed.

Most of the resident rooms were single rooms. Some had adjoining facilities. Some rooms did not have en-suite toilets. But they were used for residents who would not require them.

## Residents

Currently the home has 36 residents. The home can accommodate 40 residents.

The residents we spoke to regard the staff highly. One resident had said that the staff were “excellent” and another resident had said that the staff were “brilliant”.

## Notices

There were notice boards with staff photographs and staff training certificates. There was a Hygiene certificate displayed on the notice board. Awards to staff for long service were displayed. The complaints procedure was also visible.



## Staffing

The home currently has 34 care staff, seven nurses, one activity coordinator, one maintenance plus one gardener and extra maintenance one day per week, two administration staff, and one manager. We saw two catering staff and four domestic staff during the visit.

We were told that the staffing throughout the day is as follows:

AM – 5 care staff / 1, 2, or 3 Nurses

PM – 5 care staff / 1, 2, or 3 Nurses

Evening – 3 care staff / 1 Nurse

Agency staff is used very occasionally to cover nursing needs.

# Quality Indicators

## Quality Indicator 1: Have strong, visible management.

We noted that the management team were very approachable and interacting with the residents. The management staff, nurses, carers are a good working team alongside all the other staff that work within the home: the domestic staff, catering staff and gardeners make a lovely team.

We spoke with the catering staff who had been working at the home for several years and they stated that they were happy here.

## **Quality Indicator 2: Have staff with time and skills to do their jobs.**

Staff were present in one lounge and a call bell was available in another lounge that we had observed. We noted that residents are able to call for help.

The administrator had stated that now the minimum wage had risen it was easier to recruit staff. Therefore staffing levels were good. There was little short term sickness. There was a good number of long term staff. The home also benefitted from the overseas scheme.

There is a dedicated member of staff who can do in house training. The administrator has a training matrix to monitor staff training. There has been staff training on Autism in adults.

## **Quality Indicator 3: have good knowledge of each individual resident, their needs and how their needs may be changing.**

Resident meetings are held monthly and we were told that residents are welcome to speak to staff at any time.

We were told that staff have a good knowledge of all residents and care plans are in use.

## **Quality Indicator 4: offer a varied programme of activities. Activities are provided for residents.**

There are regular visits from a local nursery school, which was much appreciated by the residents.

There were activities such as games of scrabble and dominos set up on some days. There are occasional visits from a PAT trained dog. A carer had also done some baking with the residents for the Coronation celebration.

There was a lounge available for special birthdays where relatives could hold a party for residents.

We were told that a retired priest occasionally comes in to do a sing along. The home is looking to make use of the local community bus for outings.

## **Quality Indicator 5: offer quality, choice and flexibility around food and mealtime.**

There was a choice of two meals available at lunch time. One resident spoke about the choices, they stated that they could have an alternative if the choices were not to their liking. Drinks were available in the lounges. There was a small kitchenette where drinks and snacks could be made if

needed.

Resident's meals as reported in resident's comments. There was a hygiene certificate visible with a 5 star rating.

## **Quality Indicator 6: ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.**

We were told that the home has a good rapport with the local GP, who does a weekly round. The home uses Boots pharmacy for medication, Specsavers opticians and a chiropodist. The residents have to be taken to the dentist by their families.

The manager did report problems with the attitude of some social workers and also late discharges from hospital for residents new to the service.

The manager spoke about problems with East Midlands Ambulance Service (EMAS) due to appointments being cancelled at the last minute, causing stress to the resident. The home then has to cancel the extra staff member who was due to accompany the resident to the appointment.

## **Quality Indicator 7: accommodate residents' personal, cultural and lifestyle needs.**

The resident appeared well cared for. They were offered a shower on a weekly basis.

The home accommodates their residents where religious preferences were taken in to account with regular visits from religious ministers.

We were told that often relatives will take the resident out or a carer will take a resident shopping. The home will make an order if a resident wishes to purchase something online.

Resident have the choice of decorating their rooms with their own items.

## **Quality Indicator 8: be an open environment where feedback is actively sought and used.**

During the visit we did not speak to any relatives.

We were told that visitors and relatives are welcome within the home. We observed relatives visiting residents on our visit. The complaints procedure was visible in the entrance area.



# Summary

The report reflects good practice that we had observed.

We were made to feel welcomed in to the home. The home is family run and the manager and administrator were committed to maintaining high standard of care for their residents.

There is a range of activities for residents to do. The home is looking to make use of the local community bus for outings.

# Service provider response

The report was agreed with the Service Provider as factually accurate. They have provided the following responses to the report.

The manager and staff at The Willows would like to thank the Healthwatch representatives for their time and for providing very positive feedback about our home.

We found it to be a very useful undertaking and time well spent.

## Distribution

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

- The Willows Nursing and Residential Home
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicestershire County Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on [www.healthwatchll.com](http://www.healthwatchll.com)



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