

Enter & View
Hillcroft Nursing & Care Home
August 2024



Background

Hillcroft Nursing & Care Home is situated in the Wordsley area of Dudley borough and provides accommodation for 26 residents.

On the day of the Enter & View visit 22 residents were staying at Hillcroft, 13 of whom have a dementia diagnosis, and no residents were receiving end-of-life care.

The most recent CQC inspection in March 2022 rated Hillcroft as good in all five domains.

Healthwatch Dudley has been working with the Dudley Quality Partnership to identify care and nursing homes to visit throughout the year, with a view to listen to residents and relatives experiences of care.

Enter & View

Healthwatch Dudley has the legal power to visit health and social care settings.

Enter & View visits provide an opportunity to make observations and speak to service users, carers, and relatives to understand their experiences.

Enter & View visits and reports capture feedback and opinions from service users, friends and relatives and independent observations made by Healthwatch Dudley staff at that point in time.

Healthwatch Dudley are able to seek opinions from service users and their families who may not be confident to share with the provider directly.

We publish our findings at www.healthwatchdudley.co.uk and share the report with relevant organisations.



Healthwatch Dudley has the legal power to visit health and social care settings.

What we did

Healthwatch Dudley visited Hillcroft Nursing & Care Home (Hillcroft) in July to meet with Dudley Council's Quality & Safety Officers and the Manager and Deputy of the home to discuss a proposed Enter & View visit.

We provided posters and leaflets with information about the visit so residents and their friends and family members would be aware, should they wish to be present to share their views.

We carried out the announced Enter & View visit on 8th August 2024. Two members of staff visited Hillcroft from 10 am - 12 noon and 2 pm - 4 pm to speak to residents and their friends and family about their experiences.

Three weeks prior to the visit we provided details of a survey that friends and family could complete, either online or via paper copies. The survey remained open for a short time after the visit closing on 12th August 2024.

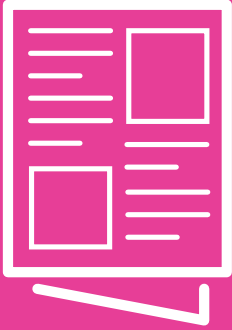
On the day of the visit we did not see any Healthwatch Dudley posters on display, but leaflets and Healthwatch Dudley postcards were left near the visitors book.

The day before the visit we were contacted by Hillcroft requesting that the visit was postponed as they had not distributed the survey to relatives.

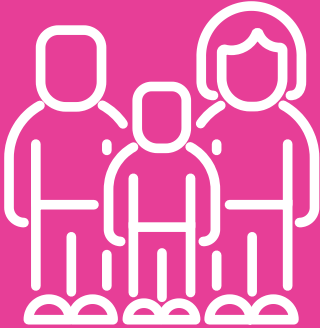
We decided to proceed with the visit and encourage people to complete the survey on the day and offered an extension to receive survey responses.



Who we heard from



16 survey responses



10 people spoken to during visit

We collected feedback by speaking to residents, their relatives and by sharing a survey for people to complete in their own time.

We collected 16 survey responses from seven relatives, eight residents and one other person who didn't disclose whether they were a relative or resident.

When speaking to people during the Enter & View we took into account peoples' needs before capturing their feedback.

We spoke to everyone who wanted to talk to us, however, we used our best judgement to determine if some comments should not be included in our report.

- Two relatives said it was their first visit so were unable to provide any feedback.
- As Hillcroft is home to people with dementia, we were mindful not to distress them and some residents were unable to respond to our questions. Some of these conversations have not been included in our findings.
- We approached seven residents who were unable to understand the questions.
- Some residents were only able to communicate with gestures, so Healthwatch Dudley staff used thumbs up/down and nods/head shakes to capture feedback to the best of our ability.



Care of staff and care needs

“If I had to go into a home at any stage, I would pick this one” -Relative



70%

of people felt care needs were met all of the time.

The majority of people (69%) said that staff were caring all of the time. 19% of people said staff were caring most of the time and 12% said staff were only caring some of the time.

“Not one of them is grumpy.”

-Resident

We observed staff clearing up after breakfast, assisting with feeding and providing drinks to residents. Mid morning a member of staff went round with a trolley offering milkshakes, teas and coffees to residents.

One member of staff appeared to have a really positive relationship with the residents, when they arrived they went to greet several residents and check in to see how they were.

“Some of the carers have a joke with you”

-Resident

The staff meet care needs all of the time according to 70% of people. 30% of people said that care needs were either met most of the time or some of the time.

“Sometimes they don't get things right. They miss some really obvious stuff which they could have picked up.”

-Resident

“I can't fault the staff, they look after her. I think they have kept her going the past few years”

-Relative

“Some of the staff aren't very nice”

-Resident

Round the clock care



62% felt care was consistent



15% felt care was better during the week



23% weren't sure about the consistency of care

We asked residents and relatives if care was consistent throughout evenings and weekends.

"There's a difference, difficult to say, less staff in on evenings and weekend, not a definite difference but I can feel it."

-Resident

Healthwatch Dudley has visited Hillcroft on weekdays, so has not observed care during evenings and weekends.

"There are less staff during the evenings, you have to wait a while to see staff."

-Resident

"Care is consistent - as far as I know."

-Relative

We observed a number of things in place to maintain residents safety:

- The external door was locked and we needed to ring the doorbell to alert staff we had arrived.
- There were other locked doors inside of the home which required a code to open them.
- Visitors are asked to sign in and out in the visitors book.
- There was signage displayed on the door asking visitors to let the home know if they are coming and to avoid mealtimes.
- There was health & safety information displayed in the reception area.

One resident was seated in a chair with a lap restraint. Staff explained the resident had recently fallen.

"I feel safe here."

-Resident

Safety



100%

of people felt that they or their friend or family member were safe at Hillcroft.

Activities

**“We have quizzes,
bingo and the
occasional singer.”**

- Resident



50%

of people thought
the activities at
Hillcroft are
“very good”.

During our initial visit in July, we observed a singer entertaining residents and staff were dressed up and joining in. Residents were being encouraged to play inflatable instruments and sing along.

“There’s quite a lot of entertainment, including singers and activities.”

-Relative

On the day of the Enter & View visit, we saw a member of staff playing a game of catch with residents using a ball. We also noticed music playing in the communal lounge.

“It’s all my Mum needs, as she can’t do a great deal.”

-Relative

Overall residents and their families are happy with the activities provided by Hillcroft. 50% of people said the activities were “very good” and 33% said they were “good.”

We heard from residents that staff check if they would like to go downstairs to the lounge each day.

Some residents remained in their rooms watching TV, listening to music and one was completing a wordsearch.

There were decorations, such as disco balls and cardboard cut outs of Elvis and Tom Jones displayed around the communal area.

“It’s alright, we play with the ball and sing - it’s not often but it’s good.”

- Resident

“They always ask if I want to go downstairs and I choose.”

- Resident



Religious needs or preferences



54% of residents said that their religious needs or preferences were met at Hillcroft. The remaining 46% said that they didn't know or it was not applicable to them.

"They have a religious service every month and they have had a communion."

-Relative

"I have had the vicar come in and Mother Victoria."

-Resident

During our visit, we observed residents sitting in the communal lounge with the television on, as well as some activities taking place. We saw visitors arriving throughout the day.

50% of people said they always have a choice in their daily routine. 17% of people most of the time, 8% never, 25% not sure.

"It depends on the day, staff always interact with my mum as they pass by her room."

-Relative

"Yes, they give you an option. They use wheelchair to move me around."

-Resident

"When you want to change they move you into a different area. If they are preoccupied you have to wait for them to help you."

-Resident

Daily routine

"There's not much choice."

-Resident



Involvement in care plan



Our team did not view any care plans as this does not form part of an Enter & View visit.

"We know there's a care plan, it renews itself if I raise something it is sorted."

-Relative

50% of people said that they did have some involvement in their care plan. 25% of people said they were not involved in the development of their care plan and 25% weren't sure.

"We would like to see the care plan."

-Relative

"We talk about things."

-Resident

"They do ask us and I thought it was very good."

-Relative

Supporting independence

“Sometimes, I think they need too [support my independence].”
-Resident

79% of people felt like residents were supported to maintain their independence. The remaining 21% of people were not sure.

“I’d love to get back on my feet and walk with a frame. I am waiting for a physio to come but I haven’t seen one yet.”
-Resident

“It’s limited as to what the residents can do for themselves.”
-Relative

We noted that the manager’s office is based near to the communal living room and the door was open during the visit. We saw members of staff sat in the communal lounge several times during the visit.

We found the staff and deputy manager welcoming, approachable and friendly.

“The management & staff nurses are always available for discussion. The door is always open.”
-Relative

79% of people said they know where to go if they had a complaint. 14% said they did not know and 7% were unsure.

“Staff are very approachable. There’s a board with information about complaints downstairs.”
-Relative

“I go to the office if I’ve got concerns and it is well received.”
-Resident

100% of respondents felt they had the opportunity to share feedback with staff.

“I do give feedback, but not sure if it is taken on.”
-Resident

“No, but would feel comfortable approaching staff.”
-Relative

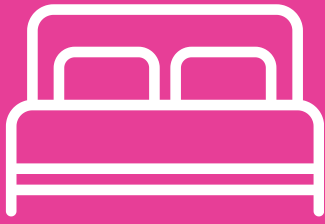
Sharing feedback



79%

of people know where to go if they want to make a complaint

Bedrooms



93%

of people said bedrooms were clean and comfortable.

We spoke to several residents and their relatives in their bedrooms. Before entering bedrooms, we asked permission and went in in pairs.

"It's not ideal or posh, but clean."
-Relative

Some bedrooms had family photos on display. Each room had a sign stating who the key worker and lead nurse was for the resident. Many rooms had a sign stating whose room it was, some were personalised with a picture of a football team or similar.

Each bedroom had a pinboard with a 'Service User Information Pack' and a cleaning schedule sheet.

92% of people said the hallways and communal areas were clean.

"Yes [the communal areas are clean], from what I have seen."

-Relative

We observed the communal areas to be clean and tidy. The lift was in working order. During the visit some maintenance work was being carried out in a downstairs toilet, so the water needed to be switched off for a short time.

Communal areas



92%

of people said the communal areas were clean



Environment -our observations

Reception Area

There is a small hallway where visitors are asked to sign in. A member of staff was based in an office near to the front door. This area displayed information for visitors. It appeared clean and tidy.

Hallways & Lift

Hallways appeared clean and tidy, free from clutter. Some pieces of bulky equipment such as hoists and trolleys were stored in hallways, but didn't appear to cause any issues. The lift was in working order during the visit.

Outside space

We saw a small outdoor space at the front of the property with seating.

To the rear, there is a small garden with a paved balcony area and a grassed area below which could be accessed by some steps. We did not see anyone using the outdoor space, but it was raining on the day of the visit.

Lounge & dining room

The communal lounge is also used as the dining area for the residents and is furnished with a selection of tables and chairs.

The kitchen is located next to the communal living room. We did not enter the kitchen during the visit.

Rocky the Parakeet lives in the communal space.



Food and drink

"They alter the menu to suit me. They're helping get my appetite back."

-Resident



79%

said the food was "good" or "very good"

79% of people said the food and drink is "very good" or "good". 14% felt the food was 'neither good nor poor' and 7% of people were not sure about the quality of the food.

"I don't like it- but I haven't told them. It's too much of an inconvenience to ask them for changes for only one person, as all other residents seem to enjoy food."

-Resident

"They seem to enjoy all the food provided and they have a fairly good appetite."

-Relative

People told us about the variety of food on offer, which allows residents to have what they like.

"They always have squash and milkshakes, there's a lot of variety."

-Relative

"We have chips with other stuff during the week. I love fish and chips on Fridays."

-Resident

One resident told us how there is some fruit available for snacks in the communal area, however they would like some more variety for snacks.

"They don't really have an abundance of snacks around the communal area, only some fruit, some more snacks would be nice!"

-Resident

A photograph of a rectangular sign for Hillcroft Nursing & Residential Care Home. The sign is white with a dark border and is mounted on two wooden posts. The text on the sign is in a serif font. At the top, "HILLCROFT" is written in a large, arched font. Below it, "Nursing & Residential Care Home" is written in a smaller font. At the bottom, a dark blue horizontal bar contains the phone number "Tel: 01384 271317" in white text. The sign is set against a background of green trees and a brick wall.

HILLCROFT
Nursing &
Residential Care Home
Tel: 01384 271317

Recommendations



Personalised care

- We recommend that staff strive to involve families and residents in planning their own care. When developing a care plan, staff should reach out to residents and their relatives for input.
- We recommend sharing care plans with relatives, in line with GDPR regulations. This allows for monitoring and opportunity for input.
- For people who have recently arrived at Hillcroft, ensure plans are created and shared with relatives in a timely manner.



Enrich residents lives

- We suggest that staff ask residents what activities they like and what they would like to do.
- We recommend a timetable of activities so residents can choose what they would like to do each day.
- Ensure residents who remain in their room are provided with in-room activities or stimulation.



Actively seek feedback

- We recommend that Hillcroft actively seek feedback on:
 - food and drink
 - activities
 - care
 - environment
- This could be via open communication with residents and relatives, or feedback forms.
- Provide relatives and residents with information on the complaints procedure.



Personalised environment

- We suggest that staff help residents to personalise their bedrooms and make them feel 'at home'.
- Personalisation could include:
 - posters
 - pictures in frames
 - soft furnishings
 - ways to display personal items

Response from Hillcroft



Personalised care

- Where applicable all care plans are discussed and developed with an insights from relatives and the resident if they are able.
- All family members are made aware that they are able to view care plans at any time.
- All care plans have a time limit of 48 hours for completion.



Enrich residents lives

- Activities coordinator and staff invite residents to choose activities. This is reviewed on a regular basis which then instigates a four weekly timetable which can be changed dependent on the residents choosing.
- Each resident that remains in their room has one to one activities provided for stimulation evidence of this can be found in the activities daily records folder.



Actively seek feedback

- 6 monthly feedback surveys are carried out with residents, for those who are unable the surveys are given to families. Results are then evidence in the front office along with statements of 'you said we did'.
 - These surveys include, food, drinks, environment, activities and care.
- Manager also completes Food and Drink surveys on Pass system.
- Information for the Complaints procedure is provided to relatives and residents in the document 'Statement of Purpose' highlighting the correct procedure for concerns. Families are informed on admission of their family member that we operate an open door policy. In the front entrance the Complaints procedure is also on hand for anyone to read.



Personalised environment

- Prior to admission, relatives are advised to bring personal items of the resident to make the room more personalised. This includes family photos, bedding, favourite pictures for walls, lamps, soft furnishings.

Note from Healthwatch Dudley

We are pleased to hear that Hillcroft has processes in place to address the needs of their residents.

We would further recommend considering how they communicate the availability of services and procedures with residents and their families. Our Enter & View visit displayed unawareness of such procedures amongst the people they care for.

Thank you

Thank you to the residents and their family members for sharing their experiences with Healthwatch Dudley.

Thank you to the staff at Hillcroft Nursing & Care Home for making us welcome on the day.

We are pleased that Hillcroft have acknowledged the recommendations and they have processes in place to improve care for residents. We hope that these processes and services will be communicated with residents and their families.

We hope our observations and recommendations contribute to improving the experience for residents and staff at Hillcroft.



healthwatch

Dudley



**Committed
to quality**

Healthwatch Dudley is committed to providing a quality service, from how we collect data, to the information we provide. Every three years we perform an in-depth audit, in conjunction with Healthwatch England, to ensure we meet this high standard.

If you would like this report in another language or format please contact us.

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