

Sunnycroft Care Home

Enter and View – November 2019

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What is an Enter and View visit?

Healthwatch Hampshire has powers to carry out what we describe as ‘Enter and View’ visits. This assists us in our role as independent local champions for patients’ rights regarding health and social care services. These visits are carried out by small teams of trained members of Healthwatch Hampshire staff and volunteers who observe health and social care services at work, for example a GP practice, care home, or hospital.

During an Enter and View, we talk to people who use the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Observations and feedback from the visit are then collated in a report, which is sent to the provider of the service, as well as regulators such as the Care Quality Commission (CQC), the local authority and NHS Commissioners when appropriate.

If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

Details of the Enter and View visit

This was an announced visit, organised in advance with the care home manager.

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

Service address:	Sunnycroft, 143 Moorgreen Road, West End SO30 2HG
Service provider:	Sunnycroft Residential Care Home Ltd
Date and time:	Wednesday 6 November, 1.30 pm
Authorised representatives:	Kate Knowlton – Healthwatch Hampshire

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 of the visit.

Safeguarding

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Hampshire safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission where they are protected by legislation if they raise a concern.

Why did we carry out this visit?

Hampshire County Council have commissioned Healthwatch Hampshire to visit 20 care homes in Hampshire that have been rated outstanding by CQC. We have been tasked with seeking feedback from residents, staff and visitors to collate views on what makes a home ‘outstanding’. A final summary of the information gathered will be collated and used as a Best Practice evidence to share with others.

Visit to Sunnycroft and purpose of the visit

- To seek the views of residents relating to life at the Care Home.
- To enquire about how residents and relatives’ feedback into the running of the home.
- To capture what residents, staff and visitors feel makes the home ‘Outstanding’.

We emailed the home a few weeks before our visit and advised the date we would be arriving.

We were given a tour of the venue and were able to speak to residents, and staff with an emphasis on their daily life in the home. We observed staff interacting with residents and recorded our observations.

At the time of our visit there were 32 residents, and there is a waiting list for rooms.



Outside area at Sunnycroft

What we saw

Physical environment

The property was originally a large bungalow which had been converted. The owner purchased the neighbouring property which was demolished to create a purpose-built extension bringing the total number of rooms up to 32. The home is situated in a quiet area and residents' rooms and communal area overlook fields and countryside. The building itself, and contents are well maintained. The rooms are situated on 2 levels and there is lift and stair access.

Sunnycroft accepts residents over the age of 65 who may have mobility problems, dementia, or are no longer able to manage in their own home. People with behaviours that may present as challenging are not catered for at Sunnycroft, but there are homes in the area that specialise in this area.

The resident's rooms are of a good size and all have en-suite facilities. Residents are able to bring their own beds, bedding, chairs and personal possessions, and the room will be decorated specifically to the resident's taste if required.



I love my room, it's really cosy and it looks out onto the fields where I can see the horses, rabbits and sometimes deer.



There are large, clean accessible bathrooms on each floor, and a call system is installed throughout the home so that residents can call for assistance at any time. All areas are clean and fresh smelling, and the hallways, and all communal rooms were decorated to a high standard giving a further 'light and airy' feel. Handrails feature along all corridors.

There are noticeboards featuring the menu, activities schedule, and upcoming events. The home features a large lounge, which is the focus of most group activities. The lounge opens out onto a patio area and outdoor lawn which is well maintained and enclosed. Residents make use of the outdoor space when the weather allows. Raised flower beds are tended to by the residents. One resident enjoyed helping to paint the fence over the summer.



Residents rooms have their name and picture reminders of themselves, a relative, or a favourite hobby to help them to find their rooms independently. There was little signage in the hallway to help residents with general way finding, but residents we spoke to were able to find their way around without issue.

The kitchen is next to the dining room but is not accessed by residents. The kitchen is clean, tidy, well maintained and organised. A laundry service is provided and the laundry room itself is not accessible to residents. Again, the room was clean and organised.

There is also a smaller 'quiet' lounge, and a dining room set out in a relaxed café style.

Activities

Sunnycroft has an activities coordinator that has worked at the home for 8 years and knows each resident well. She told us that activities run in the morning, and afternoon, however the more active, and engaging sessions are scheduled for the mornings as residents are more alert at this time. Activities are stressed as a top priority and help to keep residents mentally and physically active.

Morning sessions include - paint by numbers, bingo, quiz time, skittles, knit, natter & sherry, indoor bowls with a green rug, memory games and exercises to music.

Afternoon sessions include reminiscence - sensory activities which involve guessing the mystery objects with your eyes closed, baking, and flower arranging, film afternoon with ice cream.

Individual time is scheduled in throughout the week for all residence that wish to take part. This may involve just having a cup of tea and a chat, playing memory games or having a manicure.

The activity coordinator stresses that the activities themselves do not need to be costly, but the focus is on being imaginative. Many residents fed back about the monthly 'cruises'. With the help of the residents a country will be chosen, and staff will dress up in accordance with the theme, decorate the lounge, and residents help to prepare food from that country.

Residents particularly enjoy the armchair exercises with beach balls and pom poms. They have a large set of cards and enjoy group games such as 'play your cards right'



At Halloween we got dressed up and so did the staff. I was a witch! We watched the staff get wet doing apple bobbing which made us all laugh. Then we tried to eat donuts dangled from string. We had to guess how many marshmallows the staff could fit in their mouth! We laughed so much.



Residents comments

“At Christmas the staff take part in a panto for us. The owner got dressed as an angel. Can’t wait for this years!”

“There is always something to do here. We always laugh and have lots of fun.”

“We had some fireworks out in the garden for bonfire night. It took me right back to being a child again. We had hot dogs with onions too”

Sunnycroft have established links with a local school, and residents enjoy visiting the school to watch plays. Other trips out include trips to the cinema in Eastleigh, Manor Farm Country Park, the local pub is a favourite as are shopping trips to the local shops and garden centres. Trips take place during term time when places are quieter. One resident enjoys catching the bus with a member of staff to visit local shops. Choices of activities are led by the residents themselves.

Every resident’s birthday is celebrated, and they are given a card, present and a cake designed by kitchen staff to a theme of their choice. Staff also organise a Christmas stocking for every resident. Residents get involved in wrapping presents which they enjoy. The activities coordinator plans seasonal activities in advance and has sessions that involve everyone such as making Christmas puddings.



We make a special birthday banner for each birthday which we help to decorate. I help do the colouring and make them look bright. I help to wrap Birthday and Christmas presents too



Religious beliefs are respected and both local Churches of C of E and Catholic faiths visit regularly.

In reception is a ‘wish tree’. Residents (with help from family and staff) put special requests on the tree. These include a trip to the pub, and also a hot air balloon flight. The manager has contacted Richard Branson to follow this up.

The Sunnycroft ‘jar of smiles’ contains feedback given by residents, staff, and visitors about things that have stood out above all else and act as motivation for staff and residents alike.

Nutrition and Hydration

Breakfast is served from 8 am until late morning for later risers. There is a good choice available and residents are served any meals in their room if they wish, although most eat together in the informal dining room.

Good choices are also offered for lunch, and a ‘lighter lunch’ menu is also available of salads, jacket potatoes and soup etc. The cook has a ‘likes and dislikes’ chart on the wall for each resident to ensure they are given a meal of their liking.



We had pasta last week. The cook knows I don't like pasta so I had chicken and vegetables instead. I didn't even have to ask – they just know what I like and don't like



Tea is served at 5pm, and a light snack (tea cakes, scones, crumpets) is offered at 8pm.

As well as the main mealtimes, drinks are also served at 8am, 10am, 5pm, and 8pm. Staff prioritise always ensuring residents have access to drinks.

Residents and family meetings

Residents meetings take place quarterly and family are encouraged to attend. Residents feedback their opinions on food, activities and get involved with many aspects of the home. There is an emphasis on a very person-centred approach.

Access to health services

There is an onsite medical room and the GP visits weekly and is on call for more urgent matters as required. The manager advised they have an excellent relationship with the local surgery and the GPs know the residents well. OT, chiropodist and the mental health team also visit regularly.

Staff

We spoke to the Manager who has worked at the home for 18 years (the deputy has worked there for 22 years). She advised that the owner gives her a lot of flexibility to tailor everything to the resident's individual needs. She is given an amount of care hours and allocates it in a flexible way that allows staff to have a good work/life balance. Flexible shift times include 7 to 1pm, 8 to 2pm, and 10 to 3 pm. All staff are employed, and generally only work either nights, or days. One member of staff prefers to do a mixture of both as this fits in better with her home life. Staff appreciate the flexibility of the shift system.

The manager is passionate about being hands on and modelling good practice to staff. She says she keeps a close eye on resident's needs, and there is always a senior member of staff on duty. Care plans are detailed and up to date. This is helped by the use of iPads to store information. Although a paperless system took time to learn, the benefits are described as huge. Various reports can be pulled from the system to identify trends to enable any improvements to be made. If a resident has to make an emergency trip to hospital staff can print off a 'hospital pack' with specific information relating to the individual that will help hospital staff to support them.

The recruitment process is seen as vitally important, as are regular supervisions, appraisals and ongoing training. Communication between the staff and management appeared to be regular, and very good.

We asked staff what they felt made the home 'Outstanding'?

"We are one family here and we work well together"

"We focus on individuals' choices, and making their home as comfortable as possible"

"We make sure there is always plenty of choices of things for residents to get involved in"

"We like to have a happy cheerful atmosphere. The staff are working on our annual panto. Our handyman is the inn keeper, and the manager is Mary. We don't have a reindeer, but we do have a push along unicorn!"

"We have an established team that know the residents well. It's all about making their lives as fulfilling as possible."

"The manager is extremely supportive. She is always hands on"

I organise the activities and I have the freedom to tailor the things we do to what the residents want.

We asked residents if they thought Sunnycroft was an ‘outstanding’ place to live.

“I can’t fault anything”

“It’s just like being at home but with lots of friends”

“There is always so much to do. I like to be kept busy; it keeps me going”

“I can choose my food and what I want to do. It’s a lovely place to live”



The staff are like family. We get Birthday and Christmas presents. They are so thoughtful.

I thought it would be really hard to leave my own home and come here. I’ve settled really quickly and love being here.



Managers Feedback

The manager advises that she likes the home to have a laid back, family feel, rather than the home being run too formally with a ‘matron’ type feel. All staff are very supportive of each other and know what they have to do each day. Regular communication is essential.

“Hands on care is my passion, and every staff member is very caring”

We hold regular residents/family meetings and send out questionnaires to relatives for their feedback.

Residents views are central to everything we do. We work in their home and are very respectful of that.

What contributes towards making Sunnycroft outstanding?

- A hands on, enthusiastic manager who models best practice to her staff.
- Continuity of staff who are experienced and have been employed for a number of years.
- Manager organising 'family friendly' shift patterns so that staff have a good work/life balance, thus improving moral.
- Creative and stimulating activities that are enjoyed by all.
- Regular trips out into the community - destinations requested by residents themselves.
- A particular focus on the individual - their likes, dislikes and needs. Personalised care plans tailored to the residents own wishes and needs.
- Attention to detail - staff organising Birthday/Christmas presents and stockings for each resident.
- The inclusion of meaningful activities for residents that want to be more involved, such as cooking, fence painting, making birthday banners, wrapping presents for other residents.
- Residents having a say in every aspect of the home.
- Establishing good relations with a local school for the benefit of all.
- The use of technology to efficiently collate up to date information on residents. Staff are able to monitor trends and print off 'hospital packs' which is tailored information that is required on an emergency visit to hospital.
- Innovative ideas such as the 'wish tree' and Sunnycroft 'jar of smiles'





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