



The White House

Enter and View – December 2019

Table of Contents

What is an Enter and View	3
Details of Enter and View	3
Safeguarding	3
Why carry out this visit	4
Visit to The White House	4
What we saw	
Physical environment	4
Outdoor space	5
Activities	6
Hydration and nutrition	7
Access to health services	8
Staff	8
Feedback from residents	9
Healthwatch observations	10

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:	The White House, Vicarage Lane, Curdridge, Soton SO32 2DP
Service provider:	The White House (Curdridge) Ltd
Date and time:	Tuesday 17 th December 2019, 11.30am
Authorised representatives:	Kate Knowlton and Alex Solomon – Healthwatch Hampshire Alison Rudin – Healthwatch Authorised Representative

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 The White House 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’.

The date of the visit was arranged in advance with the care home manager. We were given a tour of the communal living spaces, bathrooms and the garden and were also given the opportunity to see a few of the resident’s rooms. We spoke to residents and staff, with an emphasis on their daily life in the home. We observed staff interacting with residents and serving them lunch and recorded our observations. All staff were very accommodating, and we thanked them for their time in meeting with us.

What we saw

Physical environment

Originally a private house, the building has been extended to include 3 additional units that surround a courtyard and are all linked on the same site. The home is set in a countryside location and has 46 rooms. The original building has also been extended to include a lift to the upper floor and an enclosed fire escape. All rooms are large, have en-suite facilities, and have views of the countryside and extensive grounds.

The 3 additional 9 bed units (Hedge End, Botley and Bishops Waltham) have been named after local villages and contain pictures of the villages dating back in time to stimulate residents. Each unit also has assisted bath/shower rooms, a lounge, and a kitchenette with a dining area. All together there are 12 communal areas including a salon, various lounges and dining areas, and residents can access all the units if they wish too.

The rooms can be decorated to the resident’s tastes, and all have furniture and items from their original residence giving a very homely feel. The front door to the rooms has a visual of the resident’s name, picture, and hobbies etc to help them find their door more easily.

To further aid way finding, each area is colour coded, and there are themed pictures (such as movie stars) along the corridors.



There are also visual signs for bathrooms, the office, lounges and dining areas.

The original house has narrow hallways, and features such as sloping ceilings that are in keeping with the style and age of the original house. In this building there is a large, informal lounge area, a kitchenette and a large conservatory.

There is a central, enclosed courtyard that is accessible to all residents which has a lawn area, plenty of seating/tables, and a water feature. The owner has created a pub which is very popular with residents and serves non-alcoholic drinks. It also has a small shop area for residents to purchase essential items and snacks.

The large kitchen is modern, clean, tidy and very well organised. The chef told us they had a new computerised oven which self-cleaned overnight. The investment in modern equipment supports the homes ethos of producing a wide choice of fresh food.

The laundry is also large, clean and very well organised.



“I am grateful to the owner as we have all new equipment here which makes the job much easier. I even have a clothes press that does much of the work for me. It’s also a large room and a great place to work”



The home has a cosy, homely feel to it with comfortable furniture, and reclining chairs. The buildings and contents are well maintained, and no adverse features were seen.

Outdoor Space

In addition to the courtyard, the home has a large, secure garden area which is open to residents at all time during the summer and good weather.

The flat walkways are in good condition, and the pathways lead alongside a large bird aviary, and a large pond with ducks and black swans. There are also wallabies, peacocks, pygmy goats and horses. Appropriate fencing is in place.



Activities

The home has an extensive range of activities and there is a focus on keeping residents engaged with activities that they enjoy. The residents mostly enjoy music and singing, and the home has regular entertainers such as magicians and theatre companies.

Regular scheduled activities include arts and crafts, chair exercise to music, cooking and karaoke in the pub. A large part of the day is focused on individual time to encourage the residents own hobbies.

The gardens and animals are an important part of the home, and garden walks are very popular. The animals are also popular with children who are visiting their relatives.



“With dementia, sometimes the person can get upset with no apparent reason, or confused, which is sometimes difficult for young children to understand. The animals are good for distracting them and taking a break from the situation if needed.”



The home also has 3 resident cats. Many residents take pride in helping to maintain the gardens. An orchard has recently been planted in accordance with the resident’s requests. The home links with a local primary school who sing to the residents.

Regular trips out are organised to Longleat, Monkey World, Brighton, Bovington, and the seaside. Residents living with dementia are all included on trips out into the community. Staff know the residents well and risk assess and take appropriate action to keep everyone safe. A resident said:



“We have our own choir. I don’t know if we are any good, but we have a lot of fun!”



A lot of emphasis is put on including families and grandchildren in activities and events. Recently a Christmas fair was held in the courtyard and residents made crafts, cards and jams/chutney. A summer fair is organised to include families and the home has tribute artists and various entertainment.

“I have the best job in the world. I get to have fun with the residents all day!” activities coordinator

The owner and the manager have invested in an interactive games table that projects various games onto a games table which can be played by individuals, or teams. It can be used for interactive quizzes to encourage discussion and maintain memory and recall.

Nostalgic themes and music can be provided to support reminiscence work. Social games are also played which promotes physical dexterity.

Every 9 weeks each resident has a **‘special day’** where they get to choose what they would like to do. One resident wanted to have a pub meal with his wife, another request was to watch the ballet, and shopping trips are also popular.

The cook makes every resident a cake of their choice on their Birthday.

A member of staff recently suggested a themed dinner evening once a month that would include families. The first Indian food evening was a success and further evenings are being organised.



“The residents enjoy our themed activities - Miss World, the White House has talent, The White House X Factor, and we have a sports day. Everyone gets involved”



Other activities are offered in the early evening during **‘down time’** such as cards and board games.

Focus on RITA (Reminiscence Interactive Therapy Activities) is seen as a priority and includes games, reminiscence, personal history, music, landmarks of places of interest and also a multitude of apps that engage residents.



The home has an active resident’s association who have input into all areas of the running of the home. Food menus are regularly reviewed, as are suggestions for days out.

Each unit produces a monthly newsletter which is sent out to friends/relatives informing them of activities, outings, and birthdays throughout the month.

Hydration & Nutrition

4 main meals are served every day. Breakfast time is very flexible as residents get up whenever they choose and can have breakfast in their rooms, or in the dining area. There are 3 main food choices for the midday meal, and residents can choose an alternative if they wish. All food is freshly prepared by the kitchen staff.

In addition to the teatime menu, a supper menu is offered. Residents can request snacks in between meals, and there is also a small shop offering snacks.



“We have lots to choose from, and there is always plenty of it”



In the summer food is served in the courtyard on request, and families are able to access the barbecue area to join their relatives for dinner.

“The food here is excellent”

“I really enjoy the food here.”

Hydration is monitored as part of the ‘nourish’ system. Cups have measurements on the side and staff input the amount an individual has had to drink via a mobile phone. The system calculates the daily intake which can be monitored.

The system also monitors general health, wellbeing and medication. Information can be pulled off the system, and trends can be monitored. Paper care plans are also maintained, however, the manager says the nourish system has proved to be an invaluable resource.

Access to Health Services

The home purchases weekly visits from the local GP to provide consistent health care provision who knows each resident’s health care needs. Joint visits are held with the mental health team, and GPs to ensure consistency of care.

Residents are registered with local dentist who visit the home to offer check-ups and carry out any necessary treatment.

The chiropodist also visits regularly, a physiotherapist visit is requested as and when required. Generally, the residents will visit the local opticians to have their eyes tested.

Staff

Each of the 4 units has its own manager who organises the day to day running of their unit. They work closely with their staff and model good working practice

Staff have access to in house training in a training suite, which is delivered by their own trainer. A rolling programme of training is considered a priority to ensure staff are highly skilled. Staff are paid to attend training and sessions are run 4 times throughout the day to ensure everyone can attend.

Staff have regular team meetings, supervisions and annual appraisals with incentive bonuses. At every supervision staff are asked to proactively feedback ideas that residents have spoken to them about the running of the home. This encourages the approach that is very person centred, focussing on the needs and wishes of the individual.



“We are passionate about what we do, and we always strive to do more”

“If the residents need it, we will find the money for it”



The business is family run and the owner lives on site and has worked there for 36 years. Her daughter is the manager.



“It’s just a way of life for us, I remember visiting the residents when I was little”



They both emphasise the importance of individuals being able to make their own choices wherever possible. The manager has an open-door policy and is always keen to hear what staff have to say and encourages their ideas.



“We want to make sure that people living with dementia are not shut away. Everyone can go out if they want to and choose their activities, and our staff make that happen”



What contributes towards making The White House outstanding?

The manager ensures that there is always sufficient staff on duty to ensure that the focus remains on spending time with the residents. The manager advised that this is not an added extra, but an absolute requirement of the job.

The owner and manager believe in paying the staff well and providing incentives such as a bonus for full attendance at work to encourage loyalty.

Staff are offered family friendly shift rota’s that are generally 6 hours in length. Staff are not required to work any additional hours unless it is their choice.

If agency staff are required to provide cover, they source the same staff from one agency, and they only work on the same unit ensuring consistency or residents.

The owner invests money back into the business and ensures that all equipment is modern and up to date.

Residents have access to a varied menu with plenty of choice.

The owner and manager use innovative ideas to improve the lives of residence.



“We are not scared of trying new things. The staff are always asking me, can we try this, or I’ve got an idea for that, and I will generally say yes!”

Manager



Monthly newsletters are produced to keep residents and their families informed.



healthwatch
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