

**healthwatch**  
Walsall

# Enter and View Report

# Willow Rose

Announced Visit  
21st and 27th February 2023



Engaging  
Communities  
Solutions

## What is Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

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## Provider details

Name and Address of Service: Willow Rose Nursing Home. Stroud Avenue,  
Willenhall WV12 4ET

Manager: Shelly-Ann Trotman

Service type: 73 bedded Nursing Home

Client type: Residents over 65 with Dementia / Stroke / Nursing

## Acknowledgments

Healthwatch Walsall would like to thank the Registered Home Manager: Shelly-Ann Trotman, staff and all the residents/patients for their co-operation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visits made on 21<sup>st</sup> and 27<sup>th</sup> of February 2023. The report does not claim to represent the views of all service users, only those who contributed during the visit.

## Authorised Representatives

Tom Collins

Lynne Fenton

Loretta Higgins

## Who we share the report with

This report and its findings will be shared with the provider, Local Authority Quality Team (depending on the visit), Black Country ICB, Care Quality Commission (CQC) and Healthwatch England, Primary Care Network (PCN) if GP report. The report will also be published on the Healthwatch Walsall website.

## Healthwatch Walsall Contact Details

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## Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patient's reaching crisis.
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care.
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of the visit

An announced visit was undertaken at Willow Rose Nursing Home. This enabled the Healthwatch Team to observe a good nursing home in practice.



## What we did

Authorised Representatives looked around the external area of the property (details below). Once entering the building, Authorised Representatives were greeted by a member of the team who asked Authorised Representatives to sign in and sanitise their hands. Then followed a short discussion about the viewing and Authorised Representatives were then shown around the Home by a member of the management team.

## Findings:

### Environment

#### External

The exterior of the property was well maintained with adequate parking including disabled parking with dropped curbs and was well signposted. Some lounges inside lead out onto a safe balcony area with glass surrounding protection, there is seating and shaded areas for the residents, staff advised that the residents sit outside when the weather is warmer. The property also has well maintained ground floor garden areas to sit in.

## Internal

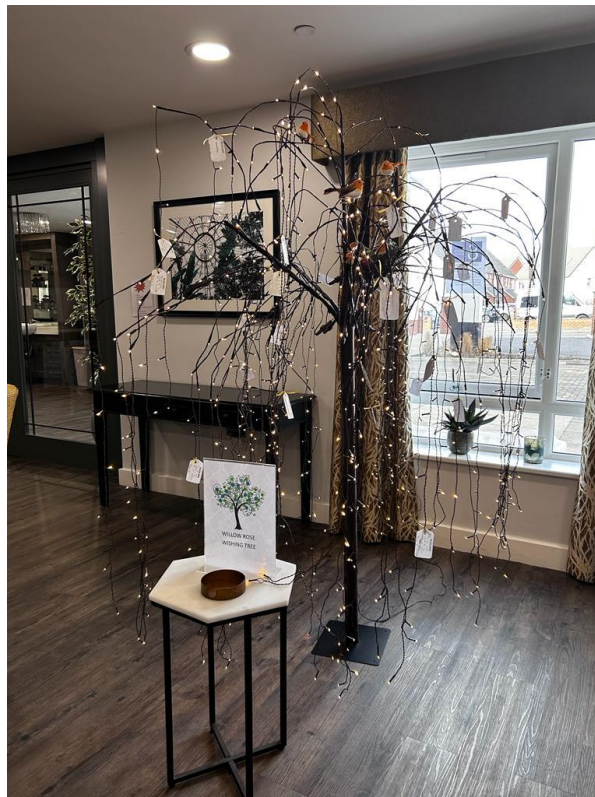
The front door of Willow Rose leads through to the main reception area which is spacious and very welcoming with seating areas, a coffee machine and a place for residents and families to sit. This area leads off to a hair salon and a cinema room, both decorated and furnished to a high standard with no obvious safety concerns, trips, or hazards.

In the reception area residents are provided with a Wishing Tree, (image below) residents are encouraged to write their wishes on a small card to be hung on the tree, staff informed Authorised Representatives that some of the wishes are actioned by the team if appropriate.

It felt very homely and to a high standard. There is a lift available to travel through each level of the Home and the lift is fitted with a keypad security system. There were no unpleasant odours. The décor is well maintained throughout and there are stimulating and homely features to engage the residents.

In one of the kitchen areas there was a traditional telephone and a record player. Some rooms have floor to ceiling windows allowing lots of natural light in. Toilets and rooms are well signposted around the building.

Residents appeared to be happy and content in the settings provided. There is an Internal Monitoring Systems which is activated by movement, such as: a fall or shouting. There are currently no CCTV cameras in operation inside the Home.



## Essential Services

Residents and relatives informed Authorised Representatives that there is adequate access to services including opticians, dentists, GP, Chiropodist, and hearing aid checks. One resident said they have a family member who arranges appointments on their behalf for their eye tests outside of the home. Another resident said they have their hearing aid checked and they are happy with the services they are provided with.

Staff said care plans are checked monthly. Additional to this if there is anything new it is updated. Staff informed Authorised Representatives they spend as much time as is necessary with each resident and if the resident expresses that they wish to have an appointment, with a GP for example, the staff will arrange this for them.

### *Resident Comments.*

*“I feel I am well cared for; I see all of the services when I need to (GP, optician, dentist, hairdresser etc)”*

*“I am treated with respect and privacy at all times”*

*“I look after myself, but staff are lovely here”*

*“I see a GP, Chiropodist and my partners hairdresser comes to visit to cut my hair, I am treated respectfully and with dignity”*

## Access

Staff informed Authorised Representatives that they have a resident who is vegetarian, and the menu always has vegetarian options for this resident, so they feel included. When asked about cultural or individuals' beliefs the staff said they are happy to be fully inclusive with all residents within the home. They currently do not have residents who have any additional requirements. However, staff are from diverse backgrounds and speak multiple languages.

### *Relative comment.*

*“The home caters for everyone and there's lots of activities to fill the day”*

## Safe, dignified and quality services

Residents informed Authorised Representatives they feel safe, cared for, happy and treated with compassion at Willow Rose. They feel they are treated fairly, with dignity and respect and when asked, one resident said, *“I wouldn't want to be anywhere else”* Residents informed us they have an alarm bell and that staff make them feel safe. When asked, one resident said that feeling unsafe has never entered their head and another said they know about the alarm bell but have never had to use it, but they would go and find a staff member if they felt unsafe.



Residents shared that they get checked on regularly and have a TV in their room where they can watch what they like.

Residents and relatives say the accommodation is clean, comfortable, and spacious. Residents say they like that they do not have to travel up and down stairs.

Relatives informed Authorised Representatives that they feel their family member is safe and that there is always staff around.

When observed, staff appeared to be involved and attentive to the residents.

*Relative comment*

*“Staff are respectful and kind”*

*Resident comments*

*“I am happy, staff are considerate and understanding”*

*“I feel safe living here, I like socialising with people, I don’t see threats”*

*“I don’t have to go shopping, cook or wash up after dinner, I love this! I love it here”*

*“My bed is so comfy, it’s my favourite thing”*

*“Staff are quite nice”*

*“I wouldn’t change anything here, I’m happy here”*

Staff informed Authorised Representatives there is mandatory training on 8<sup>th</sup> March 2023 which is an update and that staff have an online training matrix which covers all modules that are relevant to the staff, including, manual handling, dementia, oral care, safeguarding, assisted feeding, MCA (Mental Capacity Act), DOLS (Deprivation of Liberties) Staff said they receive “brilliant support and supervision”.

Staff informed Authorised Representatives they feel confident in referring residents onto other services such as Occupational Therapist.

When asked about communication staff advised Authorised Representatives the manager walks around the home and interacts with residents and relatives twice a day, additional to this, there is another staff member who does the same. There is a monthly face to face meeting held for relatives to attend where staff can share updates.

Residents care plans are kept up to date and checked every month and there is an internal messaging system which allows staff to communicate with and update each other.

Authorised Representatives were advised residents and staff are encouraged to take part in a yearly satisfaction survey. The staff advised they use the same staff and generally do not use agency staff unless emergency cover is needed - they then use the same people they have previously used, all have relevant checks.

Authorised Representatives were informed by the staff that any new updates on residents - for example likes and dislikes are updated in the resident's care plan, this also enables new staff to understand the resident's needs.

The staff team at Willow Rose is made up of various multi-cultural backgrounds and advised Authorised Representatives they speak many languages.

## Information

Authorised Representatives observed an up-to-date notice board in the lift with all the latest activities and events for residents and relatives and were advised by staff they [Willow Rose] do sell out on tickets when holding certain evening entertainment as the residents and relatives enjoy them so much. Residents informed Authorised Representatives that they are kept up to date verbally by staff if they have not seen the notice boards. Visually impaired residents will also be updated verbally.

Other residents informed Authorised Representatives they do not feel they need to attend meetings as they are kept updated. For example, one resident said, when there is a new member of staff, they get introduced to them.

Relatives informed Authorised Representatives that they are informed when they come to visit about general updates, initial assessments and that they are aware there is a newsletter available and information on activities within the home. One relative said they do not get involved in meetings as they visit their relative and then go, however the staff do always let the family know how the resident is.

### *Resident comment*

*“Last week we did flower arranging and now I have the flowers in my room”*

Authorised Representatives were shown an activities leaflet which informs residents and relatives of upcoming events.

## Choice

Residents were asked about choice regarding their clothing, food, drink, and bedtime. The residents that were spoken to said they have plenty of freedom. Residents said they can get up and go to bed when they like, if they wake up at 6 am the communal area is open for a cup of tea. One resident said they can watch a film at bedtime if they want and if they don't want what is on the menu, they can choose something else. Residents say they wear the clothes they choose to wear.

Relatives feel the residents are given lots of choice and are encouraged to take part in activities. One resident said their relative likes to listen to music and sing.

### *Resident comments*

*“If you don't like what's on the menu, they will make you something else, no problem”*

*“I have an afternoon nap and I like to watch my favourite tv programme. I go to bed about 8:30. I do like a can of pop which they go and get for me”*

*“I am offered healthy food every day, I may not choose it, but it’s available”*

*“I arrange everything myself for myself with staff. I have food choices with all meals. I go to bed when I want, everyone uses the name I want and there’s always food options - whatever you want”*

*“I feel I am offered healthy food and drinks. I have lots of choices”*

*“My family comment on how good it is here, food is good, you can have everything, every day is different, lovely menus”*

*“I am encouraged to be self-supported by staff and they put me to bed. Staff help me to participate in activities in my room”*

## **Being listened to**

The residents that were asked, at Willow Rose informed Authorised Representatives that they know how to make a complaint and would feel comfortable doing so. Adding they would do this without fear of further issues and with the knowledge that the staff would take action around the concern. One resident said they would let their family know and ask them to speak to the manager who speaks to everyone in the home. Most residents are aware of the ‘open door’ policy the staff have. One resident has completed a review form also. A resident shared they had previously complained about something and there was no problem.

Relatives who Authorised Representatives spoke with said they would feel confident to talk with staff about any issues and they feel it would be dealt with as soon as the staff knew about the issue.

Staff informed Authorised Representatives there is a complaints procedure they all follow, they keep an ‘open door’ policy, and all comments are taken seriously. Residents are listened to, and any issues or concerns are documented and passed on to management if needed. Staff also advised they have ‘flash meetings’ and a suggestion box for staff to raise any issues.

### ***Resident comments***

*I would speak to staff on duty or to management if I thought I needed to”*

*“Yes, feel ok to do so. They look after you here”*

*“Yes, and they would take it seriously. If the issue wasn’t dealt with, I would speak to the manageress”*

*Relative comment - “I would feel confident to speak to someone, I will always raise a concern on behalf of relative, so would family”*

## Being involved

Residents informed Authorised Representatives they feel involved and can choose to take part in the activities provided for them if they like. One resident said they are friends with other residents in the home. The residents said they are unaware of meetings, but that staff keep them updated on anything new and the activities that are available to them.

Some relatives who spoke with Authorised Representatives said they are aware of the newsletter and activities leaflet. Another relative said they are unaware of meetings and the survey but would like to take part.

Staff advised Authorised Representatives they spend as long as necessary with the residents. Authorised Representatives were informed by the manager there are relative meetings about specific topics to involve the family - some families appear unaware due to possible time constraints and staff said they are planning to advertise the meetings more which would enable more relatives to attend. Staff advised there are currently no resident meetings.

Willow Rose is equipped with a cinema room which is available for residents and relatives to use. One relative said their family member likes the cinema room. There are a number of activities and events for the residents and relatives, including an Elvis Presley night - which Authorised Representatives were told is a sell out as the residents and relatives really enjoy this.

The notice board advertised, awareness days - for example, coffee and cake for Macmillan. A Gentleman's club, ladies afternoon tea, bingo. A resident also said they join in with the flower arranging activity.

## Recommendations

Healthwatch Walsall would make the following recommendations.

- More advertising of relative meetings, however this is something the staff advised they are already planning to do.
- Internal CCTV to be made operational as soon as practicable.
- Continue with all good processes and practices in place.

## Questions

No questions for the provider.

## Provider feedback

The provider asked us to amend the type of internal monitoring system they have, to make clear it is not a CCTV system. This has been done under the Environment - Internal section.

### Further provider comment

*'Thank you for the report and agreeing to the change. We are happy with the content of the report and thank you for your visit. We look forward to working with you in the future.'*

*Kind regards'*

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