

‘Enter and View’ Report

Hanwell House

191 Boston Road, Hanwell W7 2HW



Healthwatch Ealing

15th January 2018

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Introduction

Details of Visit

Details of Visit:	
Service Visited	Hanwell House
Service Address	191 Boston Road, Hanwell W7 2HW
Service Provider	Homestead Residential Care Limited
Care Home Manager	Alan Kelly
CQC Rating	Good
Date of CQC Report	14 June 2017
Status of Enter & View Visit	Announced
Date and Time	Monday 15 th January 2018; 10am to 2pm
Authorised Representatives	Oyinkan Adesiyon, Eunice Park
Lead Authorised Representative	Oyinkan Adesiyon
Contact Details	Healthwatch Ealing, Martin House, 1 Swift Road, Southall, UB2 4RP Tel: 0203 8860 830 Email: info@healthwatchealing.org.uk

Acknowledgments

Healthwatch Ealing would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

This report relates to findings observed on the specific date set out above. This report is not a representative portrayal of the experiences of all service users and staff. It is an account of what was observed and reported at that time.

What is Enter and View?

Enter and View is a statutory power of every local Healthwatch organisation. Local Healthwatch Enter and View Authorised Representatives carry out these visits to a range of health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch Enter and View 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 the service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of good practice from the perspective of people who experience the service first hand.

Healthwatch 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 safeguarding policies. If at any time, an Enter and View Authorised Representative observes anything they feel uncomfortable about, they need to inform their lead representative 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 CQC and Ealing Council's social services team where they are protected by legislation if they raise a concern.

Purpose of Visit

- To engage with service users of care homes at the point of service provision
- To assess care homes against Healthwatch England's quality indicators of a good care home

- Observe residents and relatives engaging with the staff and their surroundings
- Capture the experience of residents and relatives and any ideas they may have for change

Strategic Drivers

- CQC Dignity and Wellbeing Strategy
- Healthwatch Ealing delivers an enhanced Enter and View programme. Several care homes have been selected to be visited as part of this programme due to the relative isolation of these type of services. Hanwell House was chosen as part of this list of care homes and this visit was part of Healthwatch Ealing's Enter and View programme

Methodology

This was an announced Enter and View visit. Healthwatch Ealing Enter & View Authorised Representatives approached a member of management at Hanwell House before commencing the visit and took their advice on whether any residents should not be approached due to their ability to give informed consent, or due to safety and medical reasons.

Authorised representatives conducted short interviews with one resident, three members of staff, and the care home manager. The interviews centred around Healthwatch England's indicators of a good care home¹;

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident 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 see health professionals such as GPs and dentists regularly
7. Accommodate residents' personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

¹ Healthwatch England (2017) [What's it like to live in a care home](#)

The interviews also included specific questions about fluid intake, taking the recent iHydrate report² into account. This report gave recommendations to increase fluid intake among care home residents.

A large proportion of the visit was observational, involving a tour of the public/communal areas of the home. Healthwatch Ealing Enter and View Authorised Representatives observed the surroundings to gain an understanding of how the home works and how residents and service receivers engaged with staff members and the facilities. An observation checklist/guide was created for this purpose (Appendix 1).

Summary of Results

Summary of findings

At the time of our visit, Healthwatch Ealing Enter and View Authorised Representatives concluded the home was operating to a good standard of care. The tour of the home, and the interviews with staff, residents and a relative showed us that Hanwell House demonstrated Healthwatch England's indicators of a good care home.

Background

We were informed that Hanwell House has accommodation for 52 residents and the home is fully occupied at present. The home is completely residential and specialises in Alzheimer's and dementia care. The home caters for residents from areas outside of Ealing as well as within Ealing. We were told that there is no age limit for admission and the youngest resident is 47 years old. We were told that, in a lot of cases, the residents have been transferred from other homes due to challenging behaviour and/or safeguarding issues. The manager informed us that he has not observed challenging behaviours from any of his residents.

We were informed by the manager that staffing consists of:

² University of West London, CWHHE Clinical Commissioning Group Collaborative, and NIHR CLAHRC (no date) The I-Hydrate project Optimising hydration of elderly residents in nursing homes.

- Day: 2 senior carers and 7 carers
- Night: 1 senior carer and 3 carers

According to CQC guidelines, there should be “*sufficient numbers of suitably qualified, competent, skilled and experienced staff to meet the needs of the people using the service at all times*”.³ There is no specific ratio highlighted in the guidelines. In this case, there is 1 member of staff to 4 and a half residents. We were told that there are 46-47 members of staff in total at Hanwell House.

Detailed Results

General Observations

The visit commenced with a tour of the care home. This section details the direct observations made by the HWE authorised representatives.


Reception Area

The reception area was clean, tidy and secure. There was a reception desk, and to access the home, one had to ring a doorbell. The outside door was opened by the receptionist, and we were let in to the home. We were asked for identification by the receptionist and were asked to sign the sign-in book. We were met at the reception area by the manager. We were then let into the home through a coded door.

Information displayed

The CQC certificate of registration and the home’s last rated CQC inspection were displayed clearly on the wall in the reception area. The complaints procedure and findings from the most current family satisfaction survey were displayed in the reception area. The home appeared to be very dedicated to safeguarding, with information displayed prominently in the reception area and on every floor of the home.

³CQC (2017) [CQC Regulation 18: Staffing](#)



Here at Hanwell House we take ALL complaints seriously, if you have any concerns or complaints PLEASE tell us by completing the form which is on Top of the Complaints, Compliments and suggesting Box LIKE wise if you have any Compliments or Suggestions in how we can improve our service tells us by completing the form which is on Top of the Complaints, Compliments and suggesting Box

Useful Contacts

<p>Dementia Concern 223 Windmill Road Ealing, London W5 4DJ Telephone: 020 8568 4448 Fax: 020 8568 1294 E-mail: enquires@dementiaconcern.co.uk</p>	<p>Social Services Safeguarding Team Social services reception, Customer service centre, Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL</p> <p>contact the social care customer contact centre (020) 8825 8000,</p> <p>email: sscallcentre@ealing.gov.uk</p> <p>Alternatively contact the Emergency duty team (020) 8825 5000</p>	<p>CQC DETAILS</p> <p>You can contact us at our National Customer Service Centre: Telephone: 03000 616161 Fax: 03000 616171</p> <p>Opening hours are Monday to Friday, between 8.30am and 5.30pm.</p> <p>Or Write to CQC CQC National Customer Service Centre Claygate Gallowgate Newcastle upon Tyne NE1 4PA</p>
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Form Name: Blank relatives survey analysed Ref No: 084a

Family Satisfaction Survey – Summary

Date of survey: June 2017

Number of surveys sent out: 37

Number of surveys returned and analyzed: 21

Question	Scores	Total	Maximum (respondent x 5)	% score (Total/Max*100)
1	105	100	21	95%
2	105	102	21	97%
3	105	104	21	98%
4	105	103	21	98%
5	105	103	21	98%
6	105	100	21	95%
7	105	97	21	92%
8	105	98	21	93%
9	105	94	21	90%
10	105	104	21	98%
11	105	103	21	98%
12	105	103	21	98%
13	105	100	21	95%
14	105	99	21	94%
15	105	101	21	96%

Feedback from relative's June 2017

- "Thank you so much all at Hanwell House for making our relative so at home and comfortable."
- "My relative has been here for 5 years now. It is truly his home. Thank you!"
- "We are more than happy!"
- Wish the room to be more comfortable, not so clinical. However we realize that the aim is to encourage our relative out of his room to socialise!! However, is this going to work? If not a comfortable lounge type chair perhaps? - GD lounge type chair placed in his bedroom
- We are leaving question 6 and 9 unanswered as we cannot personally have an apian due to infrequent visiting. But the lunch provided for us when we last visited was delicious."
- Our relative wants to be at home, not your fault! Thursday disco way to loud!"
- I would like to see the outside space being better cared for and would appreciate a progress report quarterly on how improvement are going. I realize that this is possibly due to a lack of funds."
- I have been very happy and impressed with our relative's 3 months stay and thank you Mr Kelly and all his staff. Communicative atmosphere with visitors, making you feel welcome at all the times. I have actually enjoyed my daily visits because of this."
- We don't have enough information to answer question 9, may be you could issue an activities update of programme. Question 12 the staff are excellent with our relative during the time we are there, obviously has a trusting relationship with them, we assure this is due to the way she is treated on a daily basis."

HOMESTEAD RESIDENTIAL CARE LIMITED, HANWELL HOUSE, 191 BOSTON ROAD, HANWELL, LONDON W7 2HW
HANWELLHOUSE.CO.UK

Complaints, Feedback and Compliments Policy displayed in Hanwell House (left)
Results of Latest Family Satisfaction Survey (right)

Homestead Residential Care Limited
Hanwell House
191 Boston Road, Hanwell, London W7 2HW
Telephone: 020 - 8579 - 4798 Facsimile: 020 - 8579 - 5019
Email - manager@hanwellhouse.co.uk
General Manager Alan Kelly

Memo and Notice Name: SAFEGUARDING Ref No: 010

HERE AT HANWELL HOUSE

WE TAKE THE SAFEGUARDING OF OUR SERVICE USERS AND STAFF EXTREMELY SERIOUSLY. IF YOU NOTICE OR SUSPECT ANYTHING OR IF YOU HAVE ANY CONCERNS PLEASE INFORM THE MANAGER OR THE SENIOR CARER IMMEDIATELY OR CONTACT EALING SOCIAL SERVICES SAFEGUARDING OR CQC

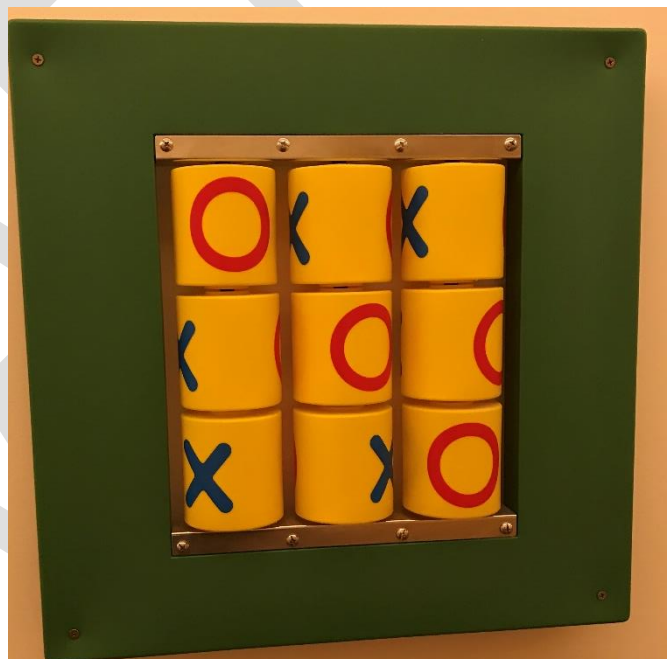
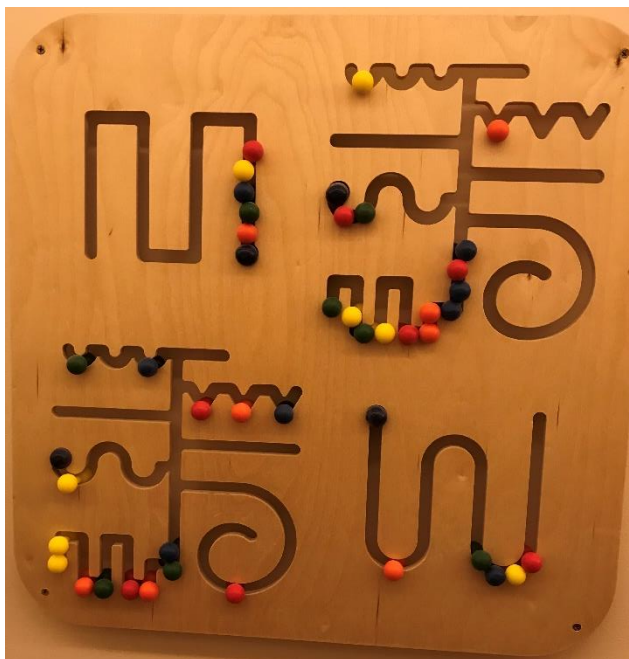
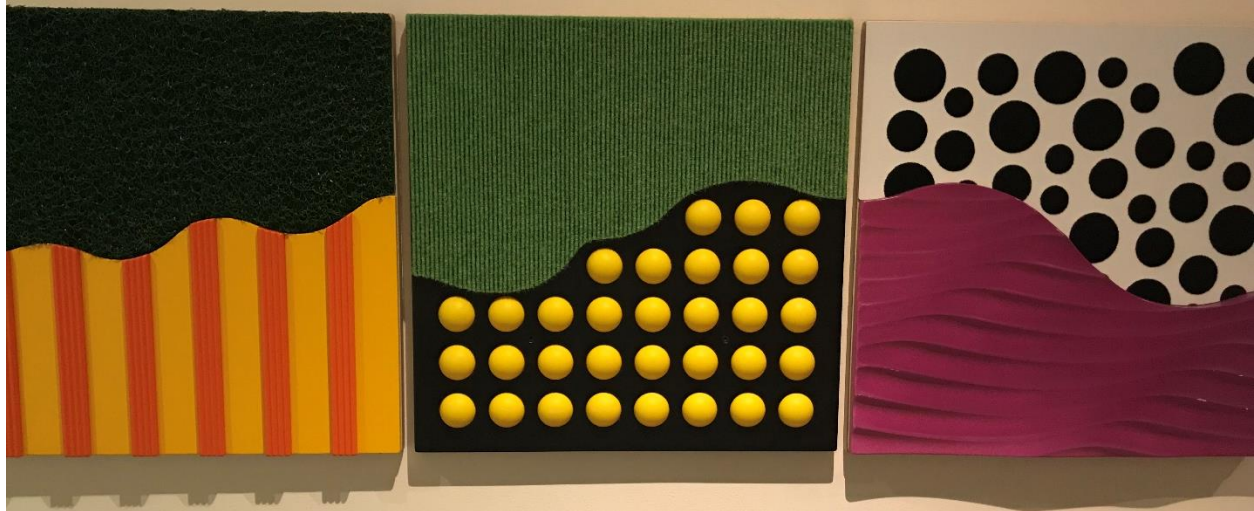
Safeguarding Information displayed at Hanwell House (in reception area and on every floor)

Environment

The environment was clean and clutter free. There was no odour evident throughout the care home. The home was warm, and all areas were well-lit. We were told that the home is divided into three floors - ground, first and second - with residents with more advanced Alzheimer's and dementia on the upper floors. We were informed that admission required a personality assessment to evaluate whether a resident would 'fit in' on any of the floors.

The ground floor (Chestnut Lodge) had 9 bedrooms, the laundry, kitchen and a private 'quiet room' where we spoke with residents, visitors and staff. In Chestnut Lodge, we observed a large lounge and dining area where we saw residents taking part in activities with staff and relaxing. The lounge area was bright and airy. It was decorated with themed pictures of old musicians and famous landmarks. The corridors were decorated with a series of photographs. On the walls, we observed tactile wall panels. Each bedroom door had the resident's names and pictures on them. We were told that all bedrooms are single bedded and are ensuite. Each floor has an accessible bathroom for residents who need additional help. We saw that these were kept clean. On the first floor (Willow), there were 23 bedrooms and a lounge area. On the second floor, there were 20 bedrooms and a lounge. The lounges on the upper floors were smaller than the ground floor lounges. They were bright and clutter free, and we observed residents taking part in more activities. We observed a drinks trolley in each lounge which had a variety of drinks. We saw residents being offered drinks and smoothies.

Access to the lift on the first and second floor was through a door which was coded for entry and exit. Residents were unable to use the lift or stairs unaccompanied. None of the lounges had televisions, but there was music playing. On the ground floor, we were a television room where we saw one resident watching television. The room was bright and clean.



Tactile Wall Panels at Hanwell House

Staff

Staff were recognisable with distinct uniforms. The manager and receptionist did not wear uniforms. We were told that Hanwell House uses agency staff from specific agencies they have built up relationships with. We were told that agency staff are required to commit to Hanwell House for 6 to 9 months and work on rotas in the same way as permanent staff. The manager informed us that all staff are DBS checked, and two references are required prior to commencing work at Hanwell House. We were told that staff levels are based on the dependency levels which are evaluated monthly. We

were informed that the staffing levels currently exceed the minimum deemed necessary for the home's dependency levels.

Relationship of staff members with residents

Upon observation by the Healthwatch Ealing Enter and View Authorised Representatives, the relationship between the staff members and residents appeared positive. We saw staff members helping residents with their food, taking part in activities with residents and encouraging them to complete puzzles, and use the Torvatafel 'Magic Table'. Staff appeared to communicate well with residents. We observed that there were multiple staff members in each lounge with the residents, and additional staff members generally around the home checking up on residents not in the lounges.



Torvatafel Magic Table

Food

We were informed that hot food is prepared daily in the kitchen on the ground floor and served to residents by the staff. We saw the daily menu clearly displayed on a white board in the dining lounge. We saw a list of residents' likes, dislikes, and dietary requirements displayed in the ground floor lounge. We were told that another copy was kept on display in the kitchen to keep kitchen staff aware of resident's dietary requirements. We were informed that the list was updated as necessary.

The menu consisted of 3 options for breakfast, 4 for lunch and 4 for dinner. We saw that allergens were listed at the bottom of each menu. We were told that the staff went around to each resident to take food orders and inform the kitchen daily.

Hanwell House Breakfast

Cranberry Juice or Orange Juice

And

Porridge

Or

Bran flakes

English Breakfast

A selection of

Bacon, Fried Egg, Sausage, Beans, Tomatoes

Or

Scrambled Eggs

And

Toast, Bread and Marmalade

Or

Continental Breakfast

Selection of Pastries

Or

Yogurt and Fresh Fruit

AND

Tea or Coffee

Allergy Chart														
Tea or Coffee														
Cranberry Juice or Orange Juice														
Porridge														
Wheat Biscuits 24x18g										May Contain	May Contain	May Contain		
English Breakfast										May Contain	May Contain	May Contain		
Scrambled Eggs														
Toast or Bread and Marmalade										May Contain	May Contain	May Contain		
Bran flakes										May Contain	May Contain	May Contain		
Pastery Breakfast Mix x 90											May Contain	May Contain		
Natural Live Set Yogurt 5kg														

HOME MADE VEGETABLE SOUP



Main Meal

Roast Pork with Apple Sauce, served with Creamed Mash Potatoes and Roast Potatoes in gravy with a selection of Seasonal Vegetables



Or

Fisherman's Pie with a selection of Seasonal Vegetables



Or

Mediterranean Vegetables with Potatoes



Pureed Roast Pork with Apple Sauce, served with a selection of Seasonal Pureed Vegetables and Pureed Creamed Potatoes



Or

Pureed Steam Fish served with a selection of Seasonal Pureed Vegetables and Pureed Creamed Potatoes



Dessert

Black Forest Gateau



And Tea and Coffee



Evening Meal 5.30pm

Home Made Vegetable Soup



Lancashire Hotpot with a selection of Seasonal Vegetables and Creamed Potatoes



Or

Vegetarian Hotpot with a selection of Seasonal Vegetables and Creamed Potatoes



or

Steamed Pollock



Or

Pureed Lancashire Hotpot served with a Pureed Seasonal Vegetables and Pureed Creamed Potatoes



or

Pureed Pollock served with a Pureed Seasonal Vegetables and Pureed Creamed Potatoes



Dessert

Carrot Cake



And Tea and Coffee



Allergy Chart

DISHES	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Home Made Vegetable Soup														
Roast Pork with Apple Sauce, with Mash Potatoes and Roast Potatoes in gravy with Vegetables														
Fisherman's Pie with a selection of Vegetables														
Mediterranean Vegetables with Potatoes														
Pureed Steam Fish, Pureed Vegetables, Pureed Potatoes														
Black Forest Gateau														
Lancashire Hotpot with Vegetables, Creamed Potatoes														
Steamed Pollock														
Pureed Lancashire Hotpot, Vegetables, Pureed Potatoes														
Pureed Pollock, Pureed Vegetables and Pureed Potatoes														
Carrot Cake														

Form No: 66A

Form Name: _____ Service Users Diets

	Normal Diet	Milkshakes	Thick and Easy	Pureed Soup	Fish Pureed Diet	Meat Pureed Diet	Full Pureed Diet	Diabetic Diet	Normal Vegetarian Diet	Vegetarian Pureed Diet	Special Diet	Allergies
HESTNUT FLOOR												
AHR1		1 milkshake								Has three poached eggs with each meal and Beans		
WCR2												
AYR3												
JNR4		2 milkshake										
CWR5												
YSR6		1 milkshake	Doesn't like pasta, mushrooms, peppers, onion or any sauces- likes salmon with potato and vegetable.								allergic to "shell fish"	
SFR07		2 milkshake			Likes fish and chips							
CFR8		one potato			no cranberry juice							
NHR9		one egg, 2 sausages and one bacon and two slices of bread and butter for every meal, at lunch and supper time please add one bowl of vanilla ice cream										
AK FLOOR												
LMR10		3 milkshake										
RCR11												
JCR12		2 milkshake			Only eats fish and doesn't like carrots							
WTR13												
WTR14		1 potato			Likes salad with his lunch and supper							
MDR15												
RDR16												
EKR17		3 milkshake			Doesn't like dark meat only white meat and fish likes salad with meal							
GIR18												
MVR19												
DOLR20		2 milkshake										
LBR21		2 milkshake										
SKR22										Likes fish with every meal and salad		
APR23												
PSR24		1 milkshake										
ECR26		2 milkshake										
MMCR26									Evaporated milk needs to be added to her tea, porridge or bran flakes. Extra cream and butter added to all meals.			
JBR27												
EMR28		3 milkshake										
JCR29												
CKR30		1 milkshake			Doesn't like cheese and onion quiche, steak and liver. and no green vegetable							
VCR31												
ILLOW FLOOR												
ASR32		2 milkshake										
MCR33												
GKR35												
VHR36												
KMR37												
GDR38		3 milkshake										
DSR40												
JTR41		2 milkshake										
CYR42												
MSR43												
SHR44		2 milkshake										
LAR45												
JMR46		2 milkshake			Like caribbean hot sauce with his meal							
MBR47												
DHR48										Allergic to strawberries		
AAR49												
LBR50		2 milkshake										
ETR51		2 milkshake										
DRR52		2 milkshake										

HOMESTEAD RESIDENTIAL CARE LIMITED, HANWELL HOUSE, 191 BOSTON ROAD, HANWELL, LONDON W7 2HW TEL: 02085724728 FAX: 02085795019 EMAIL:

Medication and Health

We were told that all residents are registered with Elthorne Park surgery. When residents require appointments, appointments are booked with the home. For residents who are unable to attend the GP practice, home visits are booked with the GP practice. We were informed that the podiatry department have a list of residents who require podiatry care and visit on a monthly basis, treating whoever needs care at that time. District nurses visit the home regularly to care for residents with catheters. There are also visits by a hairdresser three times a week and a domiciliary dentist when required.

Activities

There is no full-time employed activity coordinator for the home. The manager informed us that employing a full-time activity coordinator does not work at Hanwell House as they would only work for an hour each day. Instead, at Hanwell House, there is always an extra carer on each shift who conducts ongoing activities with residents. There is a weekly activity plan which is displayed prominently on each floor. We were told that the plan is developed by senior staff, management and the activities carer, with input from the residents. We were told that the home finds out about residents' likes and dislikes at the pre-assessment and from family members, friends, and social services. A 'Life Story Book' is completed for each resident which contains details about them from which the home can develop ideas for residents.

Activities Month:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
 BOARD GAMES REFRESHMENTS AND CAKES 11:00 - 12:45 11:00 - 11:30	 RELIGIOUS SERVICES REFRESHMENTS AND CAKES 10:30 TO 11:30 11:00 - 11:30	 VISITING HAIRDRESSER REFRESHMENTS AND CAKES 10:00 TO 14:30 11:00 - 11:30	 VISITING HAIRDRESSER REFRESHMENTS AND CAKES 10:00 TO 14:30 11:00 - 11:30	 EXERCISING REFRESHMENTS AND CAKES 11:30 TO 12:45 11:00 - 11:30	 VISITING HAIRDRESSER REFRESHMENTS AND CAKES 11:00 - 11:30	 SENSORY THERAPY REFRESHMENTS AND CAKES 11:00 TO 12:45 11:00 - 11:30
 MUSIC THERAPY REFRESHMENTS AND CAKES 15:30 TO 16:30 15:00 - 15:30	 FLOOR GAMES REFRESHMENTS AND CAKES 15:30 TO 16:30 15:00 - 15:30	 ARMCHAIR AEROBICS REFRESHMENTS AND CAKES 15:30 TO 16:30 15:00 - 15:30	 DANCING THERAPY REFRESHMENTS AND CAKES 15:30 TO 16:30 15:00 - 15:30	 GA MES AND MUSIC THERAPY REFRESHMENTS AND CAKES 15:30 TO 16:30 15:00 - 15:30	 BEAUTY SENSORY THERAPY REFRESHMENTS AND CAKES 15:30 TO 16:30 15:00 - 15:30	 SOCIALISING REFRESHMENTS AND CAKES 15:30 TO 16:45 15:00 - 15:30
 BINGO NIGHT REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00	 ARTS AND CRAFTS REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00	 PLAYING CARDS REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00	 ARTS REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00	 BOARD GAMES REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00	 FLOOR GAMES REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00	 QUIZ NIGHT REFRESHMENTS 19:00 TO 19:45 19:30 - 20:00

Weekly Activity Plan displayed at Hanwell House

Interviews

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyun and Eunice Park interviewed 1 resident, 5 visitors and 3 staff members. Interviews were carried out in the home’s ‘Quiet Room’ on the ground floor and in the dining lounge.

Residents

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyun and Eunice Park spoke with one resident, accompanied by a relative.

<p>General Questions</p>	<p>Resident reported enjoying living at the home. We were told that the resident was comfortable and happy with staff who spend time with the resident. We were informed that staff are very kind to the resident. We were told that the staff made the resident feel welcome when they moved in, and make their relatives feel comfortable and welcome when they visit.</p>
<p>Food and Mealtimes</p>	<p>We were told that the resident enjoyed the food on offer at Hanwell House. The resident eats everything and enjoys the range of food on offer. We were informed that their relative has also had meals at the home and found them to be “quite tasty” and enjoyed the mealtime atmosphere. We were told that there was always enough food, and neither resident nor relative had any complaints or issues with the food.</p>
<p>Personal Care</p>	<p>We were informed that the resident received good care and treatment at Hanwell House, which they are unable to receive at their own home and “couldn’t receive better care”. We were told that the staff always seek consent and never make the resident feel embarrassed or uncomfortable. We were told that</p>

	the GP visits the home when necessary and the resident had an appointment that evening which had been booked in by staff.
Activities and Interests	We were told that the resident enjoyed the activities on offer, particularly the celebrations. The resident informed us that Christmastime had been a “ <i>wonderful celebration</i> ” and the home had taken care to ensure all residents had a great festive period. We were told that they had had presents for each resident and guests that had attended. There had been a full dinner. We were told that the home ensured to celebrate birthdays of all residents. We were told that the resident did not take part in the daily activities but felt that other residents enjoy and join in. We were told that there are opportunities for residents to go outside if the weather is suitable.
Staff Behaviour and Attitudes	Both the resident and their relative were very positive about the staff. We were told that they are very respectful and caring. We were informed that staff keep relatives up-to-date on all changes with their relatives.

Visitors

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan and Eunice Park spoke with four more visitors. Visitors included a Voluntary Chaplain and two special ministers of the Eucharist who told us they visit the home every Monday. The voluntary chaplain informed us that they have been visiting Hanwell House for twenty years. The other visitor we spoke to was a relative of a resident.

General Questions	All visitors to the home gave positive feedback. A relative described choosing Hanwell House for their
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	<p>family member as “<i>the best decision we’ve ever made</i>”. They told us that their relative is happy at the home and they would recommend the home to other people. Visitors told us that they are welcome to visit at any time and are always treated well by the staff.</p> <p>Visitors told us that they have been made aware and given information on the feedback and complaints procedures at Hanwell House.</p>
Activities and Interests	<p>We were told that there are a range of activities on offer for residents at Hanwell House - painting, drawing, exercises.</p>
Staff Behaviour and Attitudes	<p>Visitors were very happy with the staff and told us that staff are always available for residents. Staff were described to us as “<i>caring, loving and helpful</i>”. We were told that relatives are always kept up-to-date about their family members.</p>
Food and Drink	<p>We were told by a relative that the home created a culturally appropriate personalized menu for their relative based on their likes and dislikes. We were told that the kitchen cooks a range of different foods specially for their relative which the relative enjoys.</p>

Managerial Staff

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyan and Eunice Park spoke with the manager. He has been at Hanwell House for 22 years and started at the deputy manager.

Audits and Checks	<p>We were informed that there are monthly medication, falls, care plan and dependency level</p>
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	<p>audits at Hanwell House. Concerns and improvements are made aware to staff via email.</p>
<p>Feedback and Complaints</p>	<p>The manager told us that relative feedback was gathered through bi-annual questionnaires. The findings of the questionnaires are displayed in the reception area (see page 7) and are emailed to senior staff. We were told that the complaints procedure is displayed in the reception area and on each floor. We were informed that complaints can be verbal or written and all complaints are logged and investigated. They are investigated in the first instance by the senior carer and elevated to the manager, if required.</p>
<p>Activities</p>	<p>We were told that when residents move into the home, they and their family members complete a 'Life Story Book' which informs staff about their likes and dislikes and interests. The manager told us that all residents are encouraged to engage in activities. He told us that if residents refuse to take part, staff members will attempt to encourage them again about 15-20 minutes later. We were told that residents enjoy very simple activities e.g. large puzzles, snakes and ladders as residents can get frustrated when they are unable to engage with activities. We were told that residents are currently interested in quizzes. Staff members read the questions aloud and residents answer. There are also physical activities - karaoke and dancing - available at Hanwell House. We were told that for residents who are bed-bound, carers go</p>

	<p>into the room and take part in one-to-one activities with them.</p>
<p>Staff</p>	<p>The manager explained that each new member has a full induction on their first day where they are given a tour of the home and informed of the fire procedure. We were told that staff members must complete training in manual handling, safeguarding, and shadow other staff members for as long as necessary. There is no formal length of time for shadowing at Hanwell House. We were informed that all senior carers are qualified trainers and, at each handover, choose a topic to train and retrain staff on e.g. manual handling or fire training. We were informed that safeguarding training is covered at each handover.</p>
<p>Food and Drink</p>	<p>The manager informed us that residents are offered a range of drinks on an hourly basis, which is increased to half-hourly during summer. There are drinks trolleys on every floor. We were told that residents' favourite drinks are noted in the care plans so staff know what to offer each resident. Each resident has a fluid chart which staff note down intakes and outtakes on. We were told that residents who need more calories, high calorie milkshakes are prepared (600 to 700 calories per glass). We were told that these milkshakes work well as they can be quite sweet which residents enjoy. We were informed that residents who often reject food are offered smaller portions.</p>

Staff Members

Healthwatch Ealing Enter and View Authorised Representatives Oyinkan Adesiyon and Eunice Park spoke with two staff members. Both staff members we spoke to have been at Hanwell House for over ten years.

Positive Aspects of the role	Staff members told us that they enjoy their roles, which they described as “ <i>hard work but rewarding</i> ”. We were told that they had enough time to carry out all of their duties.
Induction process	Both staff members are senior staff who carry out induction for new staff. We were told that induction included a tour of the home, training around fire safety and manual handling, and demonstrations of the specific duties of the role. For instance, for caring staff, demonstrations on personal care and hygiene and mealtime process would be conducted.
Safeguarding Procedure	All staff members we spoke to stated they were aware of safeguarding procedures. Staff told us that all members of staff had safeguarding training annually the home’s safeguarding policy is gone through by all staff at each morning handover.
Supervision and appraisal	Staff members stated staff supervision occurs bi-annually and is done by each staff member’s line manager. Staff told us that any issues are brought to their attention immediately and meetings can be held as necessary.
Staff meetings	Staff told us that there are no set dates for staff meetings and they take place as necessary.
GP Access/Physiotherapy/ Hairdressers etc.	We were told that residents who need GP appointments are booked to visit the GP. If they are unable to visit, home visits are booked.

	<p>All staff said that residents have access to various services;</p> <ul style="list-style-type: none"> • Hairdresser - three times a week • Chiropodist - monthly • Nurses - regularly for residents with catheters
<p>Support from Management</p>	<p>Staff told HWE that management is very approachable and accessible. We were told that staff feel supported by management and feel comfortable to talk with the manager about any issues. We were told that there is an open-door policy at Hanwell House and staff members can go to management at any time to voice concerns or raise issues. We were informed that management keeps staff up-to-date on all changes at the home and all information staff need.</p>

Conclusions and Recommendations

Overall, positive feedback was received from the resident, visitors and staff members at Hanwell House. Staff commented that they receive adequate support from management, and residents felt that staff are friendly and pleasant. Based on our visit, we would conclude that Hanwell House meets Healthwatch England’s quality indicators of a good care home (see methodology). This report highlights good practice observed at Hanwell house:

- We were made aware by visitors that they are kept up-to-date on changes at the home and with their relatives.
- The home appears dedicated to the safeguarding of their residents. We were informed that all staff, even domestic staff, undergo safeguarding training and the safeguarding policy and procedure at the home is discussed at every handover.

- We were informed that the home is flexible in regard to food, developing a full menu for a resident based on their likes, dislikes and cultural requirements.
- The home has a list of all allergens in each dish displayed in the home. HWE Enter and View Authorised Representatives were impressed by this and found that this made residents and relatives (who may eat at the home) aware of any allergens adequately.

On this occasion, the Healthwatch Ealing Enter and View Authorised Representatives were thoroughly impressed by the standard of the home. Based on what we observed and what we were told, we have no recommendations to make at this time.

Report

The report will be published on the Healthwatch Ealing website - www.healthwatchealing.org.uk and will be disseminated to the provider, commissioners and the public.

The Healthwatch Ealing Enter and View Team would like to thank the staff and residents at Hanwell House for their courtesy, patience and openness during our visit.

Appendix One - Observation Guide

Observations about home in general

Name of Home:	Hanwell House Care Home
Date and time of visit:	15th January 2018 (10am – 2pm)

1. Reception Area

Observations:

DRAFT

2. Information Displayed

Observations:

DRAFT

3. Dining Area

Observations:

4. Odour and Environment

Observations:

5. Choice of food and refreshments

Observations:

6. Dignity and Appearance of Residents

Observations:

7. Relationship of staff members with residents

Observations:

8. Appropriateness of activities

Observations:

9. Other Observations