

Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus (COVID-19) Pandemic

Heathercliffe, Helsby - Cheshire West and Chester

November 2020 - March 2021

Introduction

Healthwatch Cheshire is the local independent consumer champion for health and care services. As part of our core activity we seek the views and experiences of residents of Cheshire East, and Cheshire West and Chester to help inform how health, care and wellbeing services are delivered.

One way we would normally do this would be to undertake our **statutory function of Enter and View**. The COVID-19 pandemic has meant that we have been unable to conduct this regular activity since March 2020, and being unable to visit care homes and experience them first-hand during this period means that our ability to gain views and experiences has been reduced.

To maintain our connection and to enable us to continue gathering opinions across Cheshire we developed two questionnaires to gain the views of those living in care homes, and care homes with nursing, and their experiences of care during the COVID-19 pandemic, and also of their friends and relatives.

We know and appreciate how difficult a period this has been for people living and working in Care Homes, with changes to the way things are happening on an almost daily basis and restrictions on visiting having to be put in place. We would like to say a big thank you to everybody who has taken the time to respond to these questionnaires, as well as to care home staff for their support in ensuring access to the surveys and in assisting people to respond.

The following is the findings of our two questionnaires from residents of your care home, and then their friends and family. We invite you to provide your feedback on the points raised in these findings, which will be included at the end of this report. The report will be shared with the Integrated Care Partnership, Local Authority commissioners, Care Community leads, NHS Clinical Commissioning Group, voluntary and community organisations, and published on our website.

Description and Nature of the Service

The following details are taken from the website Carehome.co.uk which is an independent, informative site with a comprehensive list of over 17,000 care homes. The details held on this site for Heathercliffe, Helsby were last updated in November 2020.

Description & Nature of Service

- **Owner:** Pinestone Ltd
- **Person in charge:** Sarah Turner (Registered Manager)
- **Local Authority/Social Services:** Cheshire West and Chester Council
- **Type of Service:** Care Home only (Residential Care) - Privately Owned , Registered for a maximum of 22 Service Users
- **Registered Care Categories*:** Dementia • Old Age
- **Specialist Care Categories:** Alzheimer's • Challenging Behaviour • Visual Impairment
- **Admission Information:** Ages 65+.
- **Single Rooms:** 20
- **Shared Rooms:** 1
- **Rooms with ensuite WC:** 21
- **Facilities & Services:** Day Care • Respite Care • Physiotherapy • Own GP if required • Own Furniture if required • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Phone Point in own room/Mobile • Television point in own room.
- **Latest Care Quality Commission* Report on Heathercliffe Residential Care Home graded GOOD**

Residents' Experiences of Care Homes during the Coronavirus (COVID-19) Pandemic

Heathercliffe, Helsby

0 Respondents

November 2020 - March 2021

Friends and Relatives' Experiences of Care Homes during the Coronavirus (COVID-19) Pandemic

Heathercliffe, Helsby

8 Respondents

November 2020 - March 2021

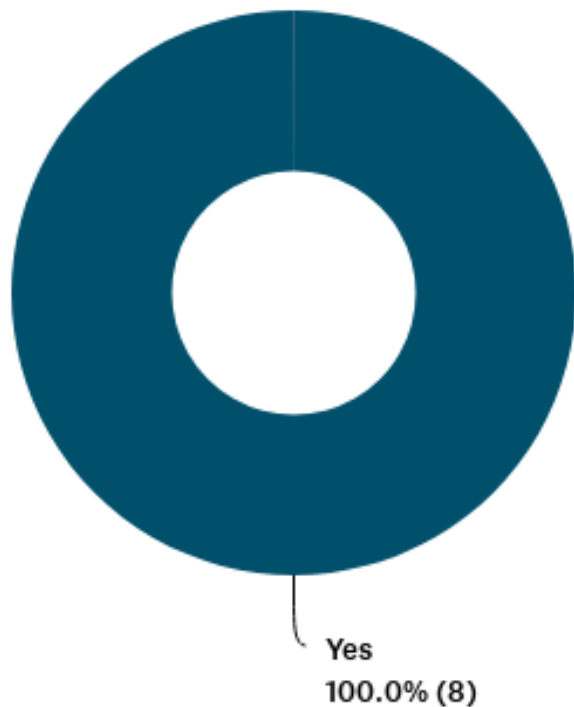
Does your friend or relative receive nursing care at their Care Home?

Answered: 8 Skipped: 0



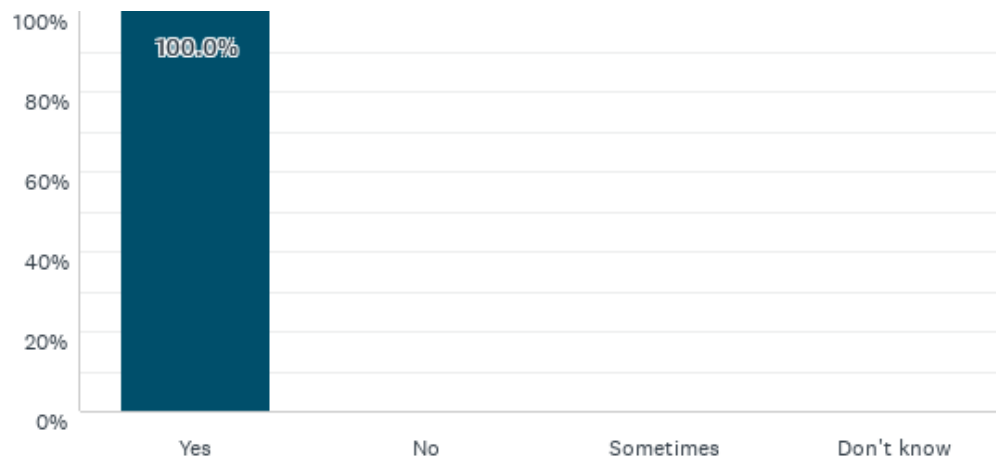
Does your friend or relative receive dementia care at their Care Home?

Answered: 8 Skipped: 0



Do you feel your friend or relative is safe and secure in their environment?

Answered: 8 Skipped: 0

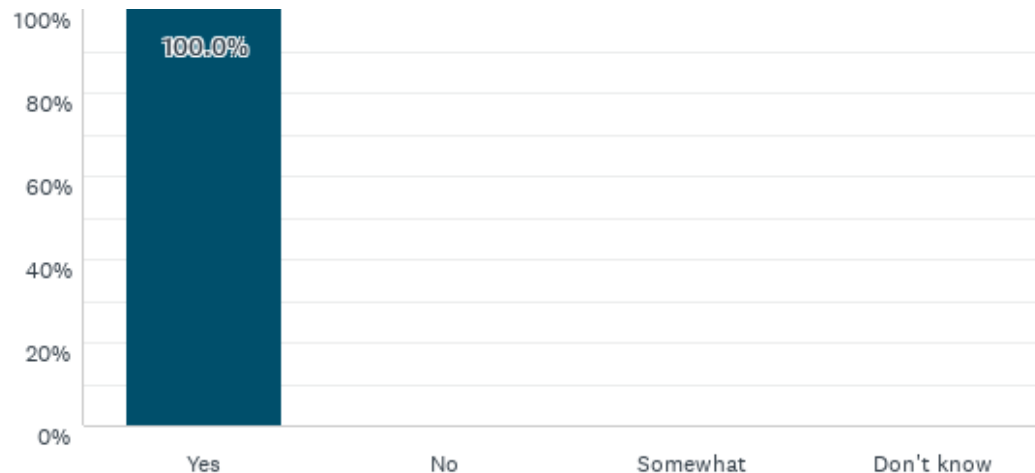


What makes you feel this way?

- *My mother looks clean and healthy and happy. She tells me everyone is so kind to her.*
- *Happy, settled. Well groomed, well fed.*
- *She has been settled there since she has arrived 3 years ago . I have never seen anything to worry me about the way the staff treat the residents despite visiting regularly. They go above and beyond what you could expect of them . It is a massive thing to not have to worry about my mum's safety the way I had to before she came to live here.*
- *Staffing numbers.*
- *The way she is treated.*
- *General care is very good and co-vid 19 protection is of a high standard.*

Is your friend or relative able to make their room feel like their own (e.g. personal items, own furniture)?

Answered: 8 Skipped: 0

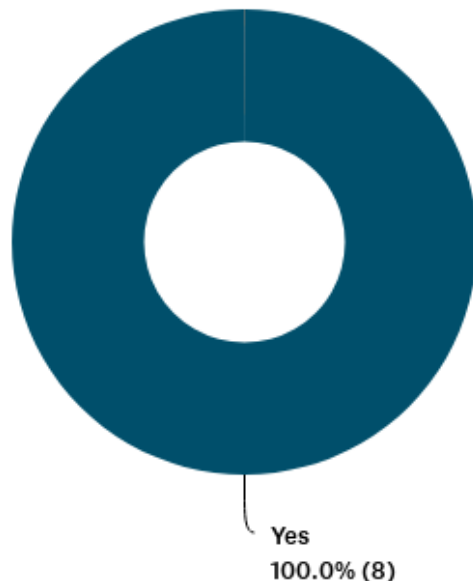


Would you like to tell us more about this?

- *On my mother's birthday she was given photographs and cards which the carers assured me would be put up in Mum's room.*
- *Photos.*
- *Pictures seen in their room.*

Have you been able to deliver personal items for your friend/relative?

Answered: 8 Skipped: 0

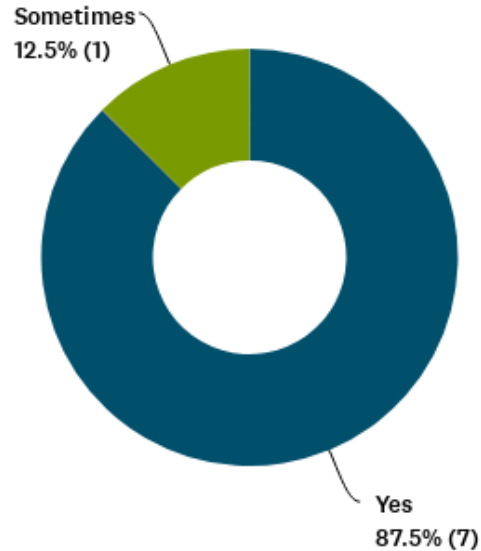


Can you tell us more about this?

- *I deliver clothes and toiletries.*
- *Drop box available at the entrance.*
- *Box drop outside front door.*
- *Through the nominated person allowed to go.*
- *I am asked to provide toiletries, clothing and other items as needed, and can leave gifts for special occasions.*

Do you feel you as a friend or relative are getting all the information you need about the changes that have, or are, taking place in your Care Home in the past few months because of the Coronavirus Pandemic?

Answered: 8 Skipped: 0

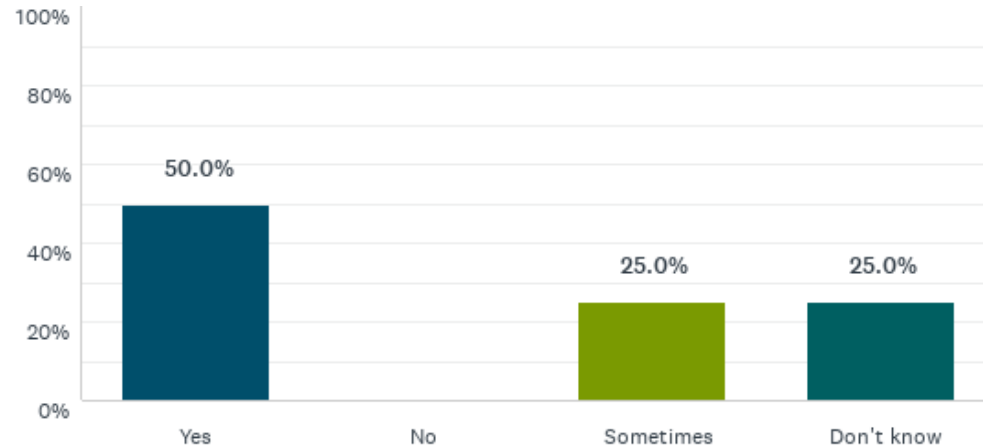


Can you tell us more about this?

- *The Manager sends emails on a regular basis to keep all relatives up to date with Covid restrictions.*
- *I think they have been very transparent about the decisions they have made to keep the residents as safe as possible and their reasons for those decisions.*
- *Via emails.*
- *I have received comprehensive information.*

Has your friend or relative been able to spend time with other residents over the past few months in the same way that they used to?

Answered: 8 Skipped: 0



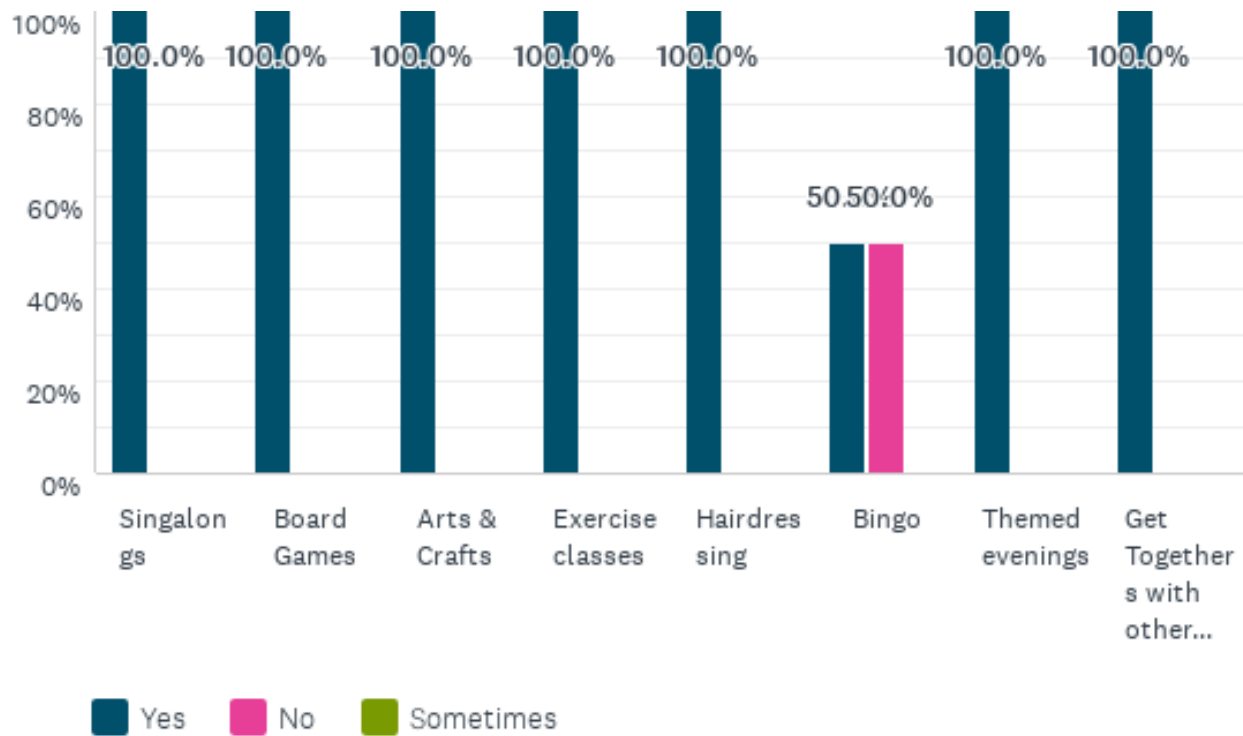
How has this been for them?

- *My Mother interacts with other residents and enjoys their company.*
- *He enjoys the events and occasions staff have put on.*
- *My mother has dementia and so is not able to say but I am confident that she has only been isolated in her room when she has had her own health issues and that that is necessary for her safety and the protection of the other residents and staff. At other times she has been able to socialise downstairs as usual.*
- *I have no specific information on this.*

Do you feel there have been enough activities and things for them to do?

Below are some examples, please tick all that apply.

Answered: 7 Skipped: 1



What have they enjoyed/not enjoyed doing?

Answered: 6 Skipped: 2

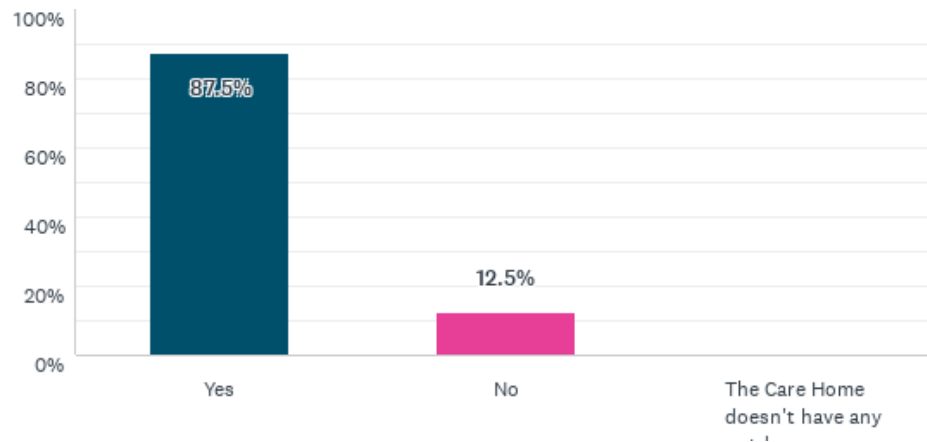
- *Mum has enjoyed decorating poppy tree, doing puzzles and having her hair cut and styled.*
- *Dementia patient, I believe she participates in many of the above but doesn't remember.*
- *Seeing the garden and nature.*
- *crafts*
- *Don't know.*
- *Enjoys participation to a limited extent.*

Has your friend or relative been able to go outside into any of the Care Home's outdoor spaces over the past few months?

Answered: 8 Skipped: 0

If no, why not?

- *Weather too cold.*



If yes, then have these spaces felt pleasant enough for them to enjoy? How have they used them?

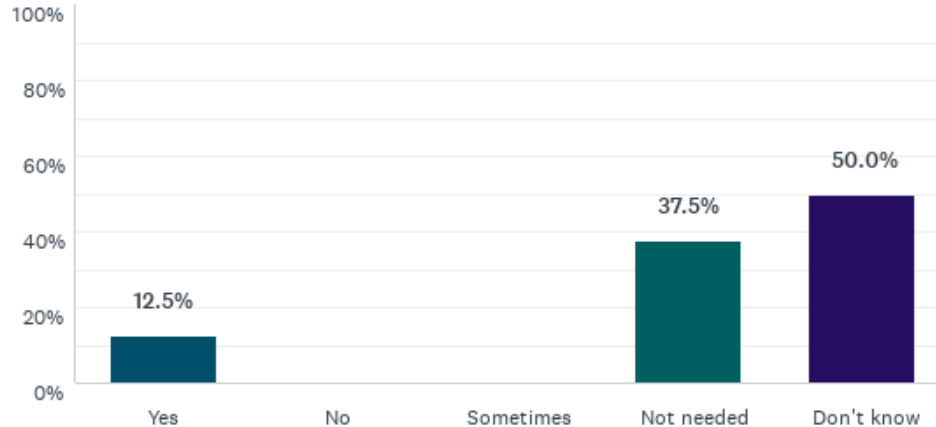
- *Sat out in the garden. Lunch outside. Watched and interacted with the gardener.*
- *Nice garden to sit, walk and play outdoor games in.*
- *Yes.*
- *The garden is lovely and as restrictions lifted it was possible to visit in the gardens with masks on subject to the weather which was great.*
- *Yes.*
- *Definitely well looked after and utilised.*
- *There is a pleasant garden to sit in and see visitors, weather permitting.*

Over the past few months has your friend or relative's spiritual needs been met within their Care Home? For example, we understand some Care Homes have had visits from a local church.

Answered: 8 Skipped: 0

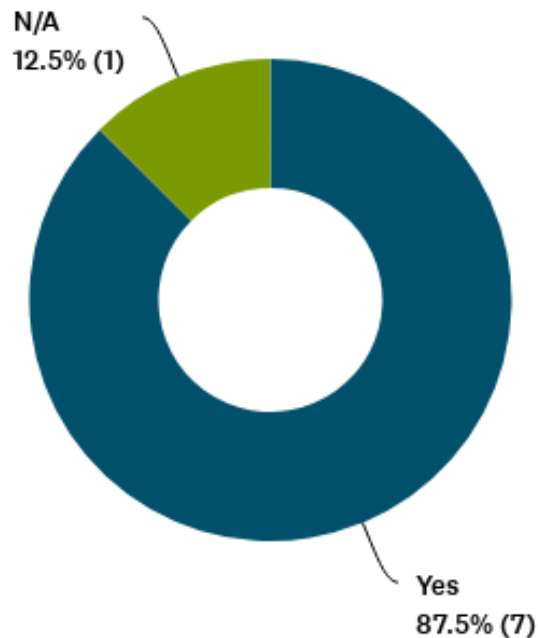
Can you tell us more about this?

- *Not needed.*
- *Don't know.*
- *Don't know.*
- *Yes.*
- *Don't know.*
- *Not needed.*
- *Don't know.*
- *Not needed.*



Before the pandemic, could you easily travel to visit your friend or relative?

Answered: 8 Skipped: 0



Before the pandemic, could you easily travel to visit your friend or relative?

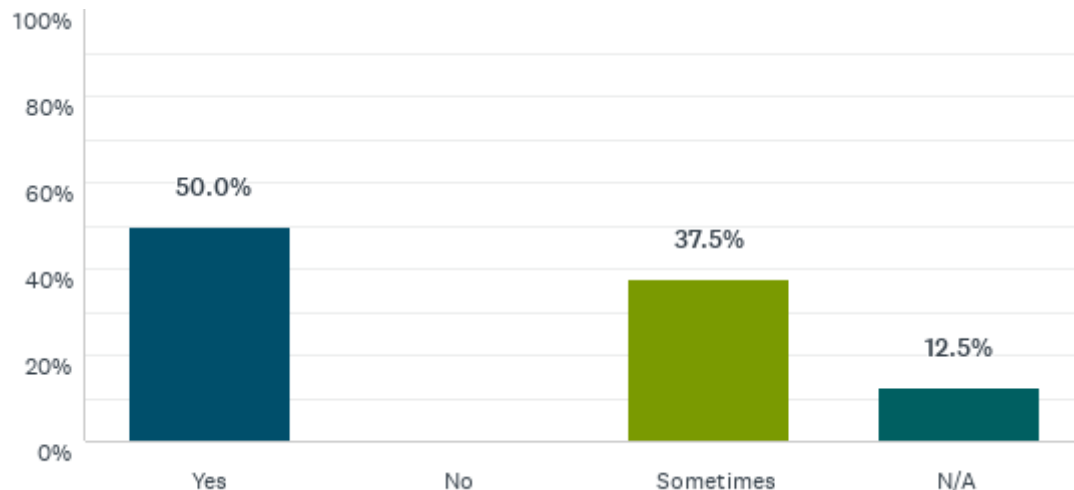
Answered: 8 Skipped: 0

Can you tell us more about this?

- *I visit Mum by car every Wednesday at 2.30 for half an hour.*
- *Home is very local to all his family.*
- *My relative entered the home in June 2020. But I am her memory and so when I can't visit she can't be prompted into remembering things. Staff are good but don't have the personal knowledge.*
- *The local original home has closed so I can no longer go to the window and visit. After a bad experience at another care home and the outdated interior and lack of bathroom in the bedroom the decision was to move to HeatherCliffe.*
- *Could visit openly.*
- *It is a 26 mile round trip. I made this very regularly until the pandemic, but may not be able to resume this frequency in the future (currently age 92).*

Over the past few months, have you been able to keep in contact with your friend or relative?

Answered: 8 Skipped: 0

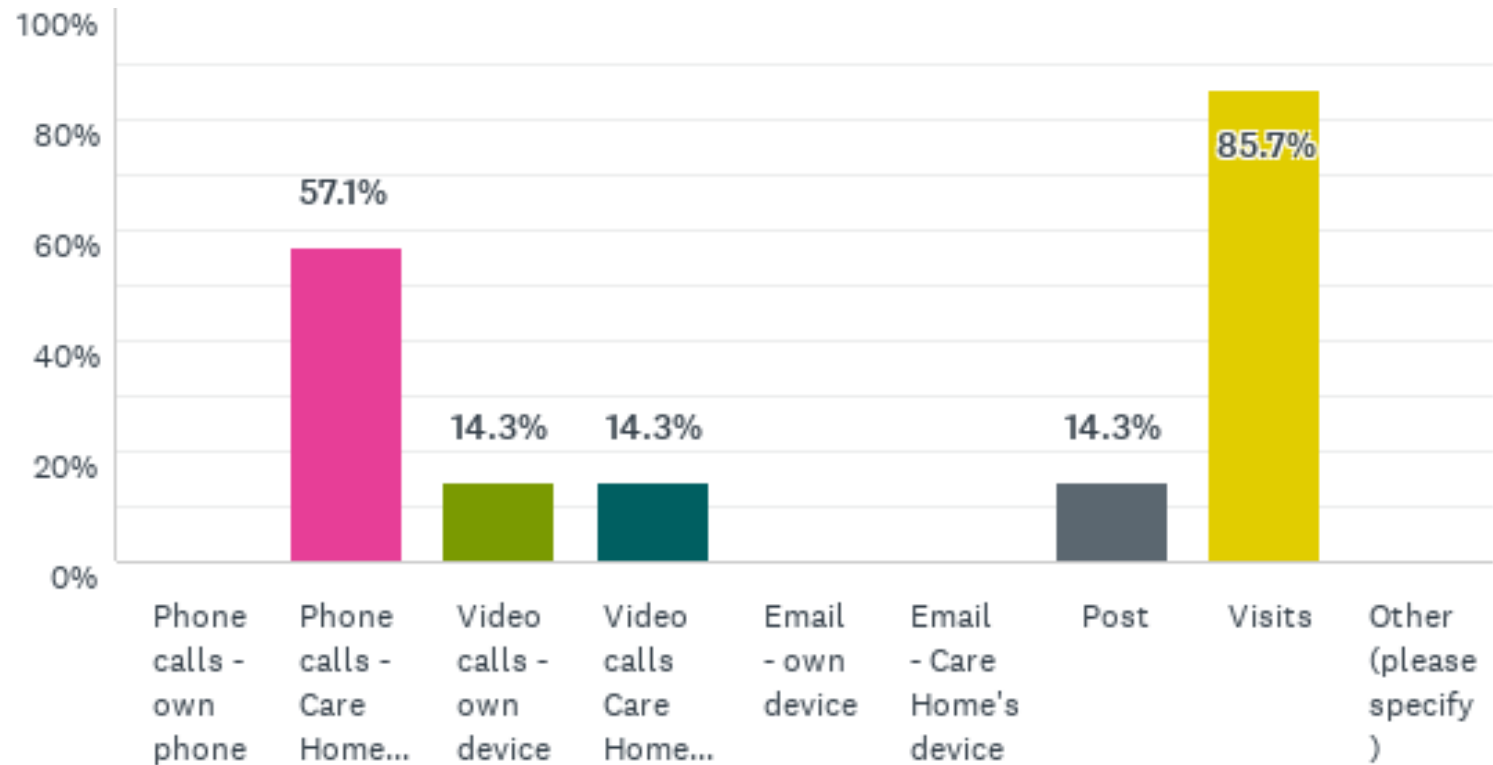


If no, why not?

- The problems with contact have arisen as a consequence of mum's dementia really . the home have gone out of their way to ensure contact could be made by facetime etc when there was no other contact at all it was just that this was a difficult thing for mum to grasp and seemed to have little value to her because she couldn't concentrate or understand it but the home's efforts to keep people in touch in unprecedented circumstances can't be faulted.*

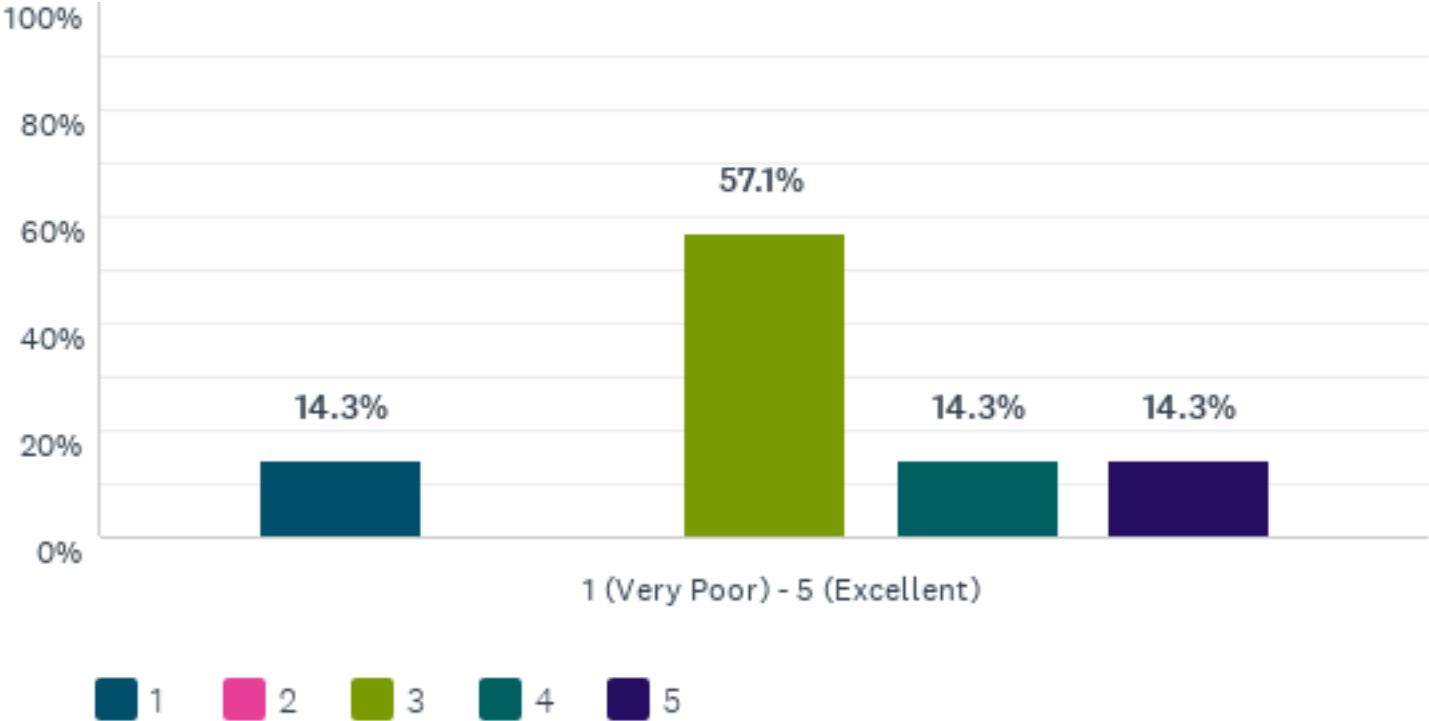
If yes or sometimes, how have you been keeping in touch? Please tick any that apply to you.

Answered: 7 Skipped: 1



Overall, how has this been for you? Please choose a rating from 1 to 5, with 1 being Very Poor and 5 being Excellent.

Answered: 7 Skipped: 1



Overall, how has this been for you? Please choose a rating from 1 to 5, with 1 being Very Poor and 5 being Excellent.

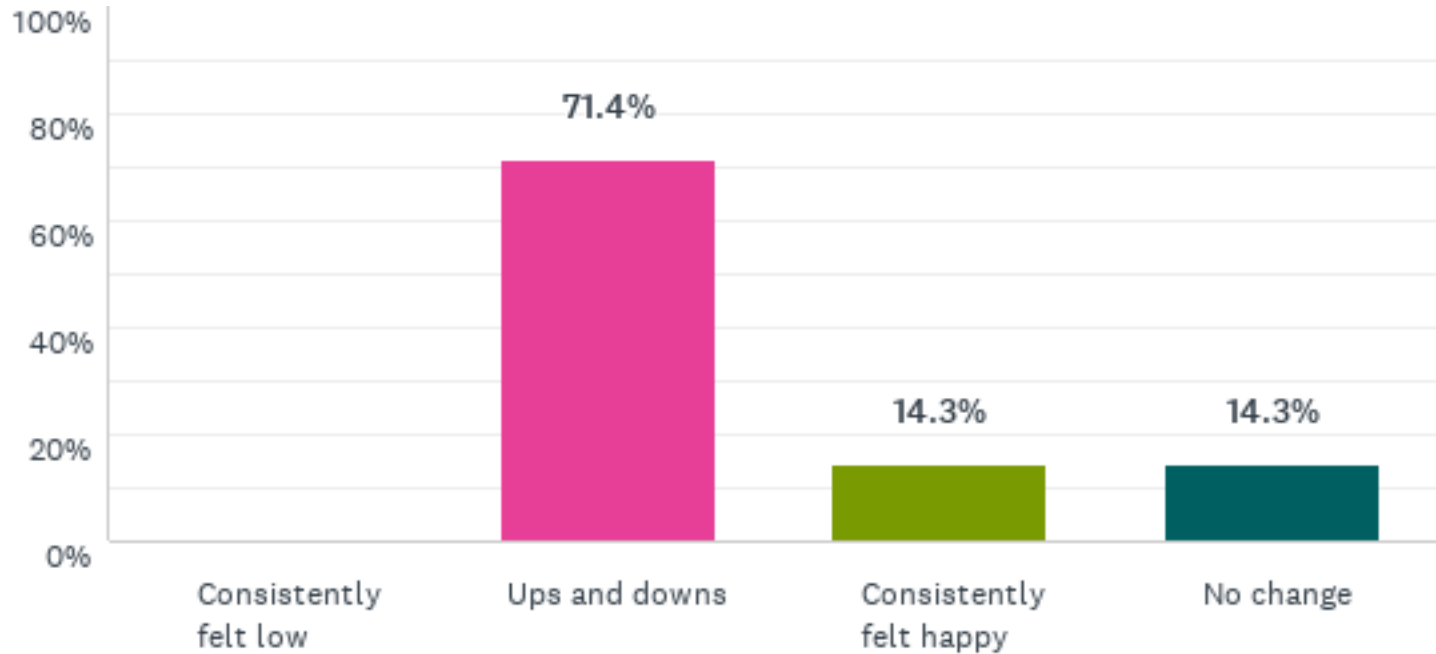
Answered: 7 Skipped: 1

Can you tell us more about this?

- *Missed being able to give Mum a hug. Also other members of the family have not been able to visit.*
- *Staff very eager and willing to facilitate phone, facetime when ever requested. Weekly visit.*
- *Have had phone calls, not very often and not really successful.*
- *I am nor sure how to answer this as this has not been great because as I would not want to put a rating that would reflect badly on the home as they have been amazing. Face to face visits are better but becoming more difficult as a result of mum's dementia, phone and face time not very good but again due to mums dementia . If she had the ability to understand and hold a conversation this would have been a great means to stay in touch . None of this is down to any failing in the home. As I have said they are amazing at any time but through the pandemic have been incredible .*
- *My friend and I accept the necessary constraints, despite the increased isolation for both.*

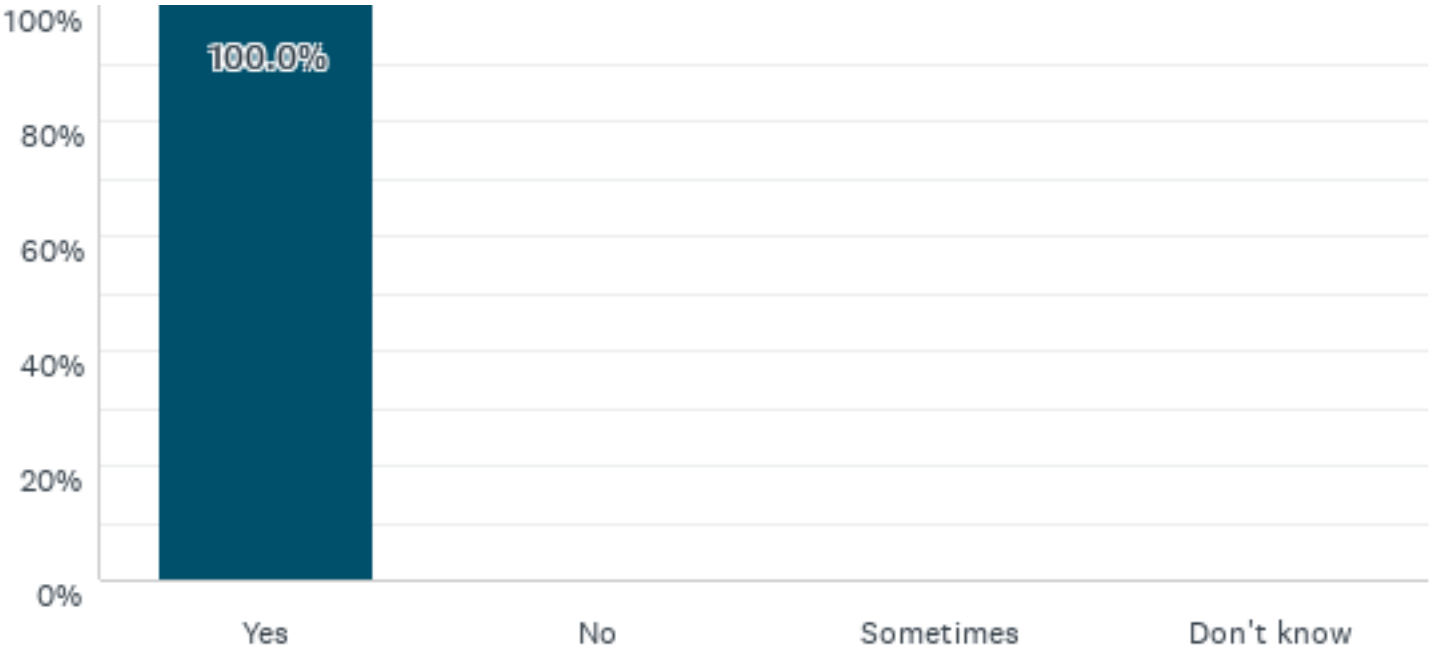
How do you feel your friend/relative's mood has been during the pandemic?

Answered: 7 Skipped: 1



Do you feel like your friend or relative is being treated with dignity and respect by the staff in their Care Home?

Answered: 8 Skipped: 0



Do you feel like your friend or relative is being treated with dignity and respect by the staff in their Care Home?

Answered: 8 Skipped: 0

What makes you feel this way?

- *“Mum never complains, always praises the staff. Mum's appearance is immaculate.”*
- *“He constantly praises them. Easy to see relationships on visits. They know his personality.”*
- *“Mum was in the home for over 2 years before the pandemic struck. I never saw anything in the way the staff behaved towards the residents that caused me any concern. The staff are so caring and do treat everyone with dignity . I cannot commend them highly enough.”*
- *“Care and attention paid.”*
- *“I believe the staff are cheerful, considerate and caring at all times.”*

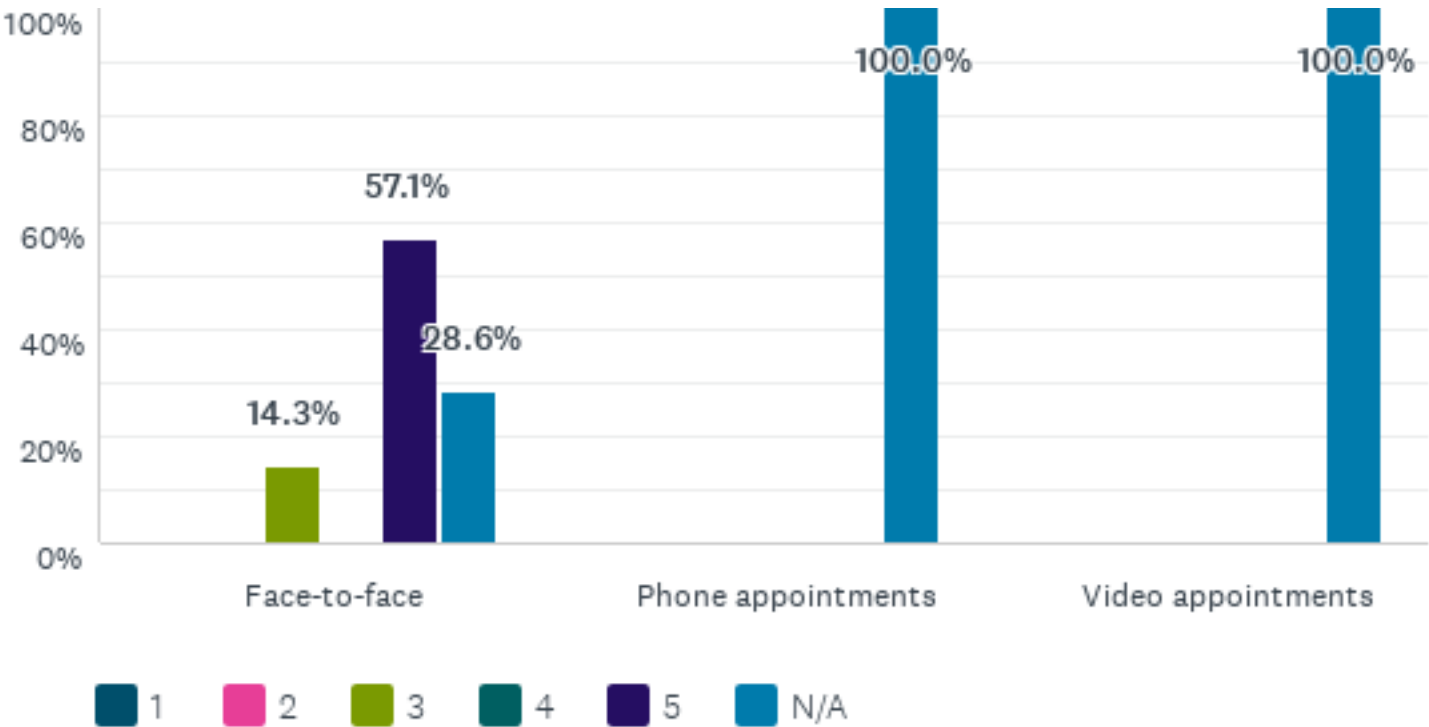
Do you know the name of the doctor's surgery that your friend or relative is registered with?

Answered: 8 Skipped: 0



During the last few months how has your friend or relative found medical care and support? Please tick all that apply, where 1 is Very Poor and 5 is Excellent. Please choose N/A if they haven't needed medical care or support.

Answered: 7 Skipped: 1



During the last few months how has your friend or relative found medical care and support? Please tick all that apply, where 1 is Very Poor and 5 is Excellent. Please choose N/A if they haven't needed medical care or support.

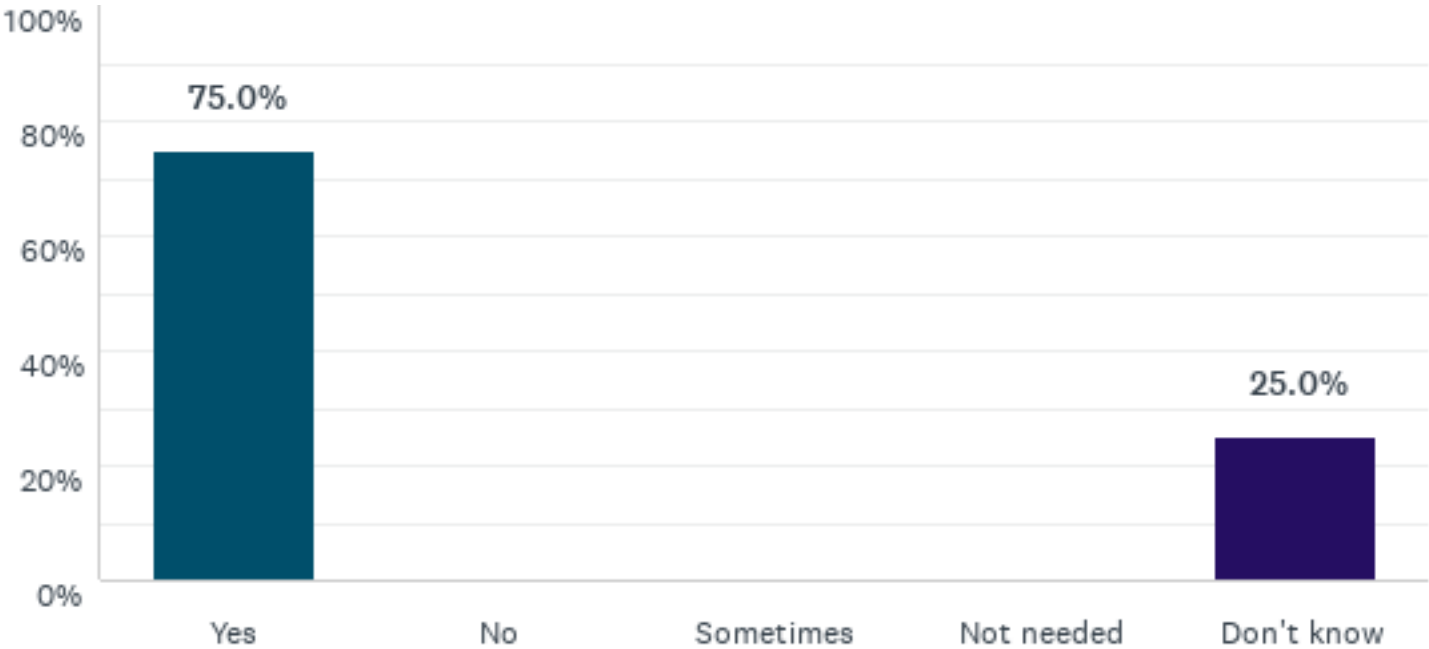
Answered: 3 Skipped: 5

How did they find this?

- *“Mum had water infection 2 weeks ago. Doctor treated her with antibiotics and rest.”*
- *“GP does weekly visits to the home.”*
- *“The only medical care I am aware of in the last few months has been an eye test, which has resulted in a hospital appointment for January 2021.”*

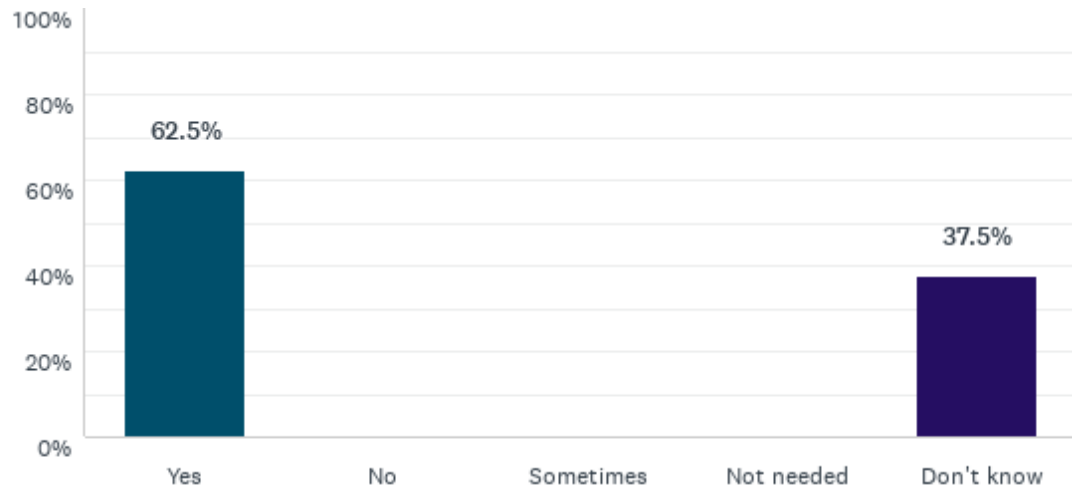
What about other health and wellbeing services, such as Podiatry or Opticians, has your friend or relative ever been offered these in your Care Home?

Answered: 8 Skipped: 0



Are they being offered them currently?

Answered: 8 Skipped: 0

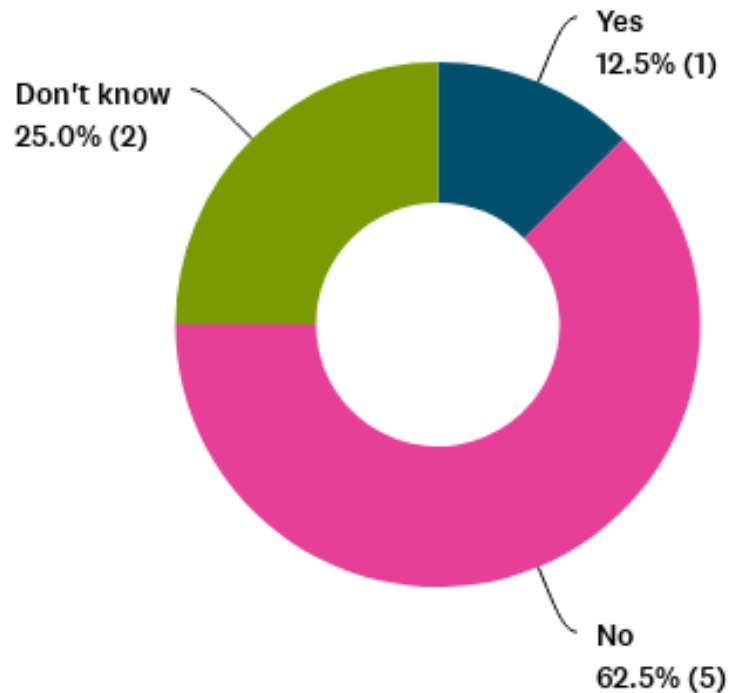


If not, can you tell us how they are being helped with this?

- *No comments received.*

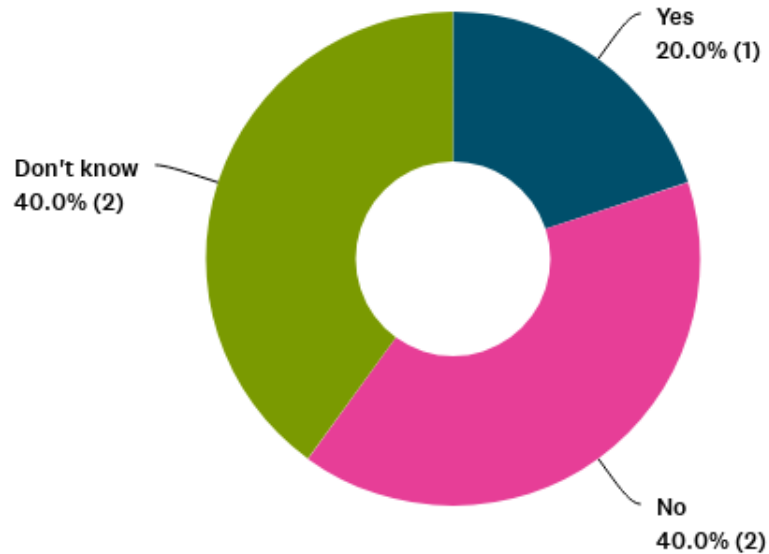
Have your friend or relative had to have any medical support outside of the Care Home, such as clinic appointments or hospital stays?

Answered: 8 Skipped: 0



Did this result in them having to self-quarantine on return to their Care Home?

Answered: 5 Skipped: 3



If yes, can you tell us more about their experience of this?

- “10 day isolation”
- “Hospital appointment pending.”

Is there anything you would change about the Care Home?

- *“I am completely satisfied with the care my mother is receiving.”*
- *“No, very happy with the care my Uncle receives.”*
- *“A better, more private meeting space. Difficult to hear when masks are being worn and TV and other residents are in the same space (screened off by Perspex). Headphones provided but don't stay on and my relative struggles to put them back (arthritis).”*
- *“Haven't been able to go inside as yet.”*
- *“No.”*
- *“No.”*
- *“No.”*
- *“No.”*

Do you have any more comments about their experiences of the Care Home over the past few months?

- *“He is very well supported with both emotional and physical needs.”*
- *“Communication has been very good”*
- *“I have been very impressed with the care provided to mum it is a huge relief to know she is well cared for and not to have to worry about her day to day safety and happiness.”*
- *“No.”*
- *“Visiting has been very much curtailed, which is saddening though understood by both parties.”*

Feedback from Provider

The care home was invited to provide feedback on these survey results, which is included below:

This report comes with huge thanks to our small team of committed staff, and the incredible volunteers who work to deliver Healthwatch Cheshire, particularly in these changed, and changing, times.

 **www.healthwatchcheshire.org.uk**

Or contact us on :

 **0300 323 0006**

 **Email: info@healthwatchcheshire.org.uk**

  **@HealthwatchCE**
@HealthwatchCW

 **Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich, Cheshire,
CW9 7LU**

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