

Enter & View Visit Report

Normanton

Retirement Home,

Shrewsbury

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About Healthwatch Shropshire

Healthwatch Shropshire is the independent health and social care champion for local people.

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity.

What is Enter & View

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being provided.

These visits are called 'Enter and View', and can be 'announced', 'unannounced' or 'semi-announced'. For 'semi-announced' visits the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

Details of the visit

Three authorised representatives visited Normanton Retirement Home, 168 Ellesmere Road, Shrewsbury, SY1 2RJ on Thursday 9th November 2023 at 10.00am. The visit was announced meaning that the home knew when we would visit.

The purpose of our visit was to speak to the Manager, staff, residents and visitors to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.

Disclaimer

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 experience of all service users and staff, only an account of what was observed and contributed at the time.

What we did

Before our visit we issued an invitation to resident's relatives and friends to meet us on the day or to contact us with feedback if they were not available. Upon arrival we were greeted at reception by the Manager. We signed in and then had a tour of the home and spoke to residents, visitors and staff.

What people told us

The Manager

The home currently has 27 residents and provides day care for 1 person on two days a week. 12 residents have a dementia diagnosis. 12 people are currently on the admission waiting list. Many residents have lived at Normanton for a long time, one for 20 years. Many staff have worked at the Home for an extended period, one for 21 years. The home does not use agency staff. Mandatory staff training is delivered in house.



“Elderly and social care is a positive thing. They live here. They have a life here. They get care. They have love”.



We were told that there are no restrictions on visiting for family and friends, which is encouraged and facilitated. Social contact is also supported by Zoom calls, a WhatsApp group and through joint activities such as family BBQs, coffee mornings and parties. Residents are helped to make their own choices. They choose their own clothes and bedtimes and can furnish their own rooms with personal items. They can also go on outings with family, have two choices of lunch and have all their dietary needs catered for.

Residents have a choice of three GPs, all of whom are in weekly contact with the Home and are available for visiting. Other healthcare visitors include Opticians, Dentists, Chiropodists, Audiologists, District Nurses and Phlebotomists. An Audiologist visited the Home at the time of our visit.



Advance Care Plans and Respect forms are in place for most residents. Palliative care is provided at the Home with support from other professionals, where needed.

There is a prominent feedback and complaints box in the reception area and a visitor's comments book. We were told that any Issues arising are usually dealt with Informally through the very close personal relationship that exists between the Home, residents and their family and friends.

The Activities Coordinator



“We're all about living here, not just existing.”

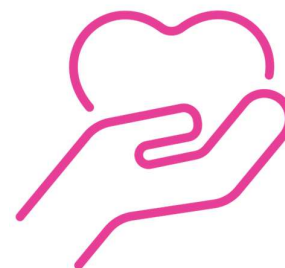


There is an outdoor seating area and a large conservatory. The Activities Coordinator attends two days a week. Other members of staff provide activities for the rest of the week. We were told that organised activities include Bingo, singing, crafts, exercise

classes and a nostalgia card game which was in progress at the time of our visit. We saw the activities board showing all activities planned for the week. Families can send in music playlists that loved ones would enjoy and different ones are then played every day. There is a regular Church service held by a local clergyman. Fudge, the dog, is a popular and valued companion and diversion.

The residents

We spoke to eleven residents during our visit. We asked them about the care provided by Normanton, their opinion of the staff and the activities that are available. One resident has lived in the Home for 12 years.



Every resident we spoke to told us that they were extremely satisfied with the staff who care for them:

- "It's lovely. They make you feel so cared for."
- "I feel so cared for."
- "This is where I feel safe": This from a resident proud to have been supported to knit a cardigan for a staff member's grandchild.
- "It's a wonderful place to be".
- "It's so obliging. I recommend you book yourself a place."
- "There are enough staff, and they are wonderful."



'I've been very happy here. Everyone is so kind and generous and helpful.'



Residents told us that they see the same staff every day and are well known by them and that they felt this was important.

None of the residents we spoke to could identify anything that needed to change to make them more comfortable. Requests and complaints were quickly and effectively dealt with.

Residents told us that they enjoyed the food and that they can choose where they eat, in the dining room, lounge or in their rooms. We saw 2 members of staff in each area assisting with meals.

The staff

We spoke to five staff during our visit including two managers, the cook and the activities coordinator. They have a considerable total length of service at the Home, some individuals with between 10 and 39 years.

They all felt that the Home is a good place to work and that the managers are highly supportive and approachable. They also felt that staff in general support each other extremely well.



- “(Working here) is like being part of a big family”.
- “(A co-worker) is great, but don’t you dare tell her I said that!”

All staff welcomed us in an open, positive and cheerful manner throughout our visit.

The visitors

We spoke to five visitors. All five felt very positive about the care being provided. Visiting was described as being encouraged and very flexible. We were told communication was excellent. All of them felt that their loved ones were receiving high quality support and that the staff were dedicated, caring and effective.

- “I feel like they would let me know if there was anything. The communication with families is very good.”
- “I’m glad that we picked the right place for Mum, it was definitely the right choice.”
- “We get an update each time we visit – it’s honest and not dressed up. If Mum has had a bad night, they will tell us and also what plans they’ve put in place”.
- “If I want to take Mum out somewhere, they’ll have her all dressed appropriately and ready to go”.
- “The communication with families is very good.”
- “Visiting is open, and we tend to come in the mornings, but can come whenever we want. I feel we could drop in at any time and it wouldn’t be an issue.”



'When she came here, we felt that, not only were they looking after mum, but they wrapped their arms around us as well.'



Other feedback received

Outside of our visit seven people contacted us by email or telephone call with feedback about Normanton. Comments received were very positive and expressed great praise, admiration and gratefulness to the Home and its staff:

"A lovely, homely feel and a very dedicated management. Normanton is an amazing place. I cannot overestimate the love and gratitude my husband and I feel towards the whole team".



"She was encouraged to talk, to recite poems, to enjoy life as much as she could in her limited state. She was shown nothing but love and care."

"Staff invested an incredible amount of time and care to alleviate her condition".

"She has been so looked after. Always looks immaculate when we visit, clean and with her hair done. This would be very important to her."



"I will be forever indebted to Normanton."



"I found the staff incredibly caring and responsive to my feedback on behalf of mum. I am left with a tremendously positive memory of the last 3 years of her life."

(After a hospital stay following a fall), "She went back to Normanton, and they fed her and managed to get her to eat. ... she would not still be here if it weren't for them looking after her like that."

“The staff at Normanton have been amazing with him and have looked after him brilliantly. They are so caring He is very happy there, and we have peace of mind knowing he is safe and well cared for....”

“I just wanted to tell you how absolutely thrilled I am with the love and care my Mum has received from the wonderful staff. Mum is so happy. I do not have enough words to describe how brilliant Normanton is. It truly is like a home with a heart. I know Mum is safe, which is priceless”.

What we saw

The Home is clearly signposted from the street. It was easy to find a parking place outside the building, although there are no marked bays and no designated disabled places. The building is approximately 40 years old. The entrance/reception is not clearly signed.

The front door is alarmed but not always secured. We observed that some visitors did not use the signing in book.

There is an attractive tended front garden with trees, flower beds, lawn and a bird feeding station. An outdoor smoking area was being used by one resident. The reception area has various items of memorabilia. There is a homely and welcoming feel. We were greeted in a friendly way and offered refreshments. All staff introduced themselves by name and job title. We saw that all personal interactions were open, friendly and reassuring. Communication was always well judged, authentic and very inclusive. Residents were treated with a respectful familiarity. Independence of choice was encouraged. Friendship group socialising was evident. People were able to have quiet time in a separate area if they preferred; daily papers are obtained at residents' request and Normanton also specifically sources a difficult to obtain weekly paper for a resident.



All staff respected resident's privacy and confidentiality throughout our visit. Private rooms were knocked before entry. There is a regular menu, for example fish on Friday and roast on Sunday along with an alternative choice. Individual dietary needs are known and responded to. Drinks are available during the day. Furthermore, a small bar with alcoholic drinks has been established in the reception area. Residents were able to

eat at a shared table, or from individual trays and tables. Assistance was offered to residents needing help.

Toilet and shower facilities were clean, tidy, light and have colour contrast seats. Rooms have ensuite facilities, although one had quite a tired appearance. Handrails are provided and are in a contrasting colour. Toilet areas are identified with both pictures and words. There are clocks in all rooms and the date, month, year is clearly displayed. All floors were free from trip and fall hazards and are in sound condition.

There were many wall displays and they were all up to date. The newspaper cuttings about the local football team were current, as was the displayed newsletter. One corridor was being used for the storage of 3 wheelchairs, although this did not block the route. One fire escape was partially blocked by an armchair and a cleaning trolley. All residents were well dressed and had been prepared for their day.

Key findings

- Normanton Retirement Home is a heart-warming and homely place. It provides residents with care that they, quite rightly, value highly.
- This is very much a home, not an institution.
- There is a professional culture of respect, dignity and love.
- Resident's relatives and friends are highly appreciative of the quality of care their loved ones receive.
- Entrance security is not always maintained.
- Some en-suite facilities would benefit from the ongoing refurbishment programme.

Recommendations

Following our visit, we recommend that the provider:

- Celebrate the success it has achieved in creating an outstanding experience for residents, and for their loved ones.
- Address the security of the entrance/reception.
- Continue to upgrade and modernise the resident room en-suite facilities.

Provider Response

Firstly, may I thank you and your colleagues for the report received after your visit on 9th November. It is so encouraging to have our efforts and those of our staff recognised and we are delighted that you seem to have really understood the spirit of Normanton and what we aim to do here.

Our families were so pleased to have been able to contribute and it has been so gratifying for us to have such wonderful and positive comments from so many people.

Recommendations

- Signage

We will be putting additional signage from the car park and on the building to ensure that the entrance / reception is clearly signposted.

This will be actioned by Sue Coll and plan is that this will be in place by the end of the year.

- Signing In

It is a matter of policy at Normanton that visitors sign in. We will ensure that this is being complied with and will remind all visitors and staff of the need to make sure that this is happening.

This is being actioned by all staff (and visitors) and extra vigilance on this point was put in place immediately.

- Security of entrance / reception

We do not present Normanton as a fully locked, secure unit. Our aim is to ensure that visitors and families are able to access the building without feeling that they are 'locked out' of their family member's home.

All exterior doors are alarmed to alert us to anyone entering or exiting. This includes the front door which was observed during your visit. Our procedure is that the door is unlocked (but alarmed) during office hours when either the Manager or the Care Plan

Manager are present in Reception or the Office. The door is locked outside office hours or on the occasions when Reception or the Office are unmanned.

We are happy to have further guidance from you on whether these arrangements are deemed to be acceptable, but wanted to make clear that we have given a lot of thought to the balance between security and accessibility.

- Ensuite facilities

We absolutely recognise your feedback on the bathroom that you observed and consider it to be totally fair.

You will recall that on your visit, you asked to view an empty room if possible which was why you were shown Room 16.

We do have a rolling programme of bathroom refurbishment and to date have replaced and updated the facilities in six bathrooms. This is an ongoing process and due to the high costs involved it is something that we are proceeding with gradually so that it is a sustainable cost.

The ongoing bathroom refurbishment will be actioned by Samantha Edwards and Sue Coll and it is our aim to have refurbishment completed within the next 24 months.



healthwatch

Healthwatch Shropshire
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury
Shropshire
SY2 6LG

www.healthwatchshropshire.co.uk
t: 01743 237884
e: enquiries@healthwatchshropshire.co.uk
🐦 @HWshropshire
📘 [Facebook.com/HealthwatchShropshire](https://www.facebook.com/HealthwatchShropshire)