

Enter and View Report



**Solden Hill House,
Byfield, Daventry
September 2015**



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Details of the Visit

Name and address of premises visited	Solden Hill House Banbury Road, Byfield, Northamptonshire, NN11 6UA
Name of service provider	Solden Hill House Limited
Type of service	Solden Hill House is an independent residential home providing care, support and training for adults with learning disabilities.
Specialisms	Asperger Syndrome, Autism/ASD, Bipolar/Manic Depression, Cerebral Palsy, Challenging Behaviour, Down Syndrome, Epilepsy, Head/Brain Injury, Hearing Impairment and Deafness, Schizophrenia, Speech Impairment, Stroke, Visual Impairment
Date and time of visit	29 September 2015, 10am
HWN authorised representatives undertaking the visit	Gina King and Mavis Benson
Support Staff	Jo Spenceley, Healthwatch Officer
Contact details of Healthwatch Northamptonshire	Sunley Conference Centre, Boughton Green Road, Northampton, NN2 7AL 01604 893636 enquiries@healthwatchnorthamptonshire.co.uk

Acknowledgements

Healthwatch Northamptonshire would like to thank the manager, residents, visitors and staff of Solden Hill House for their assistance in planning the visit and the preparation of this report as well as providing us with information and feedback.

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



About Healthwatch Northamptonshire

Healthwatch Northamptonshire is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

- We have the power to “Enter and View” health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care. Our role should not be confused with the role of the Care Quality Commission (CQC) or OFSTED. CQC is the regulator and inspector of health and adult social care and OFSTED is the regulator and inspection of children's social care. Both organisations have a legal requirement to inspect care provision with reference to national standards and guidelines.
- We prepare reports on the Enter and View activity we conduct. We have an Enter and View policy (www.healthwatchnorthamptonshire.co.uk) which sets out our process of delivering Enter and View and the process for developing our reports. Our values include openness and transparency and so all our reports are published. They will only be published on our website once the service providers have had an opportunity to comment on the factual accuracy. We will send final copies of our reports to providers and commissioners asking for their comments on our findings and a response to recommendations, which we will also publish a summary version of on our website. We will send copies of our report to our national body, Healthwatch England and to CQC. As part of our Enter and View, we explained to the people we spoke to that their comments would be non-attributable but that if we heard about possible harm to individuals then we are obliged to refer those issues to the safeguarding team at Northamptonshire County Council.
- We strive to be a strong and powerful voice for local people to influence how services are planned, organised and delivered.
- We aim to be an effective voice rooted in the community. To be that voice, we will find out what local people think about health and social care. We will



research patient, user and carer opinion using lots of different ways to find out views and experiences so that the community is effectively represented.

- We will provide information and advice about health and social care services.
- Where we don't feel the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of, are being heard, we will escalate our concerns and report our evidence to national organisations including Healthwatch England and CQC.

Enter and View

Part of the Healthwatch Northamptonshire programme is to carry out Enter and View visits. Healthwatch Northamptonshire representatives carry out these visits to 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 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View visits are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Northamptonshire to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they Enter and View it. The representative's role is to observe the service, talk to service users, families, other visitors and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report. All Healthwatch Northamptonshire authorised representatives have been through a recruitment process (either as staff or volunteers), had an enhanced Disclosure and Barring Check, and received Enter and View and safeguarding training.

This Enter and View Report is aimed at outlining what we see and hear during our visits and making relevant recommendation for improvement to the service concerned. The reports may also make recommendations for providers, commissioners, regulators or for Healthwatch to explore particular issues in more



detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies.

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 authorised representative observes anything that they feel uncomfortable about they need to inform Healthwatch Northamptonshire of their concerns, who will inform the service manager and may terminate 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 where they are protected by legislation if they raise a concern.

Purpose of visit

Healthwatch Northamptonshire is carrying out a series of visits to NHS and Social Care funded accommodation in Northamptonshire to ascertain the quality of life and experience and opinions of residents. Solden Hill House was selected as one of the homes to visit as we had heard from the parent of a resident that they had some concerns under the old management. The CQC investigated these and were not concerned.

How the visit was conducted

The visit was an announced visit with the Manager being given three-four week's notice of the intended visit and advised of the names of the HWN volunteers that would be carrying out the visit. We sent letters, posters and leaflets to the home to inform residents, relatives (or other carers and visitors) and staff about our visit and Healthwatch Northamptonshire. We observed the condition of the premises, and interaction between the staff and residents. Few residents had capacity to answer specific questions but we were able to interact with them and spend time with them. We also spoke with the manager at the start of the visit and at the end to clarify any questions that had been raised.



Observations and findings

About the home

- There are three houses with 10 residents in each.
- Each house has a general manager (NVQ4) who has autonomy over running their house and managing their staff.
- The manager of the home was very welcoming. They have been in post for 18 months and have successfully changed staff rotas.

General impressions of the home

- The home seemed to be a well run, happy and relaxed home that knew its residents well.
- The residents seemed very happy and keen to talk to us about the things they were doing.
- There is plenty of space for residents and over 12 acres of gardens.

Personal care and dignity of resident

- Staff work eight hours shifts (9am-5pm). By shortening the shifts to eight hours the staff can better work with a particularly group of residents for the whole day, improving continuity.
- The care staff are supported by the home's own independent Psychiatrist.
- Residents are also treated by the GP practice in Byfield and dentists.
- The two individual bedrooms we saw were clean and well set out and had hand wash basins. The bathroom was across the hall and could do with being updated.

Staff behaviour, attitudes and relationship with residents

- The relationship between staff and residents seemed excellent - firm yet caring.
- The fire alarm had just gone off before we arrived and the residents were quite unsettled. The staff coped with them in an exemplary way, calming and reassuring individuals and making sure everyone was out of the building.

Independence of residents and control over daily life

- Residents seemed to be in control of their lives and could choose what activities they wanted to do or to just remain in their rooms.



Activities for residents

- There is a structured timetable for each week and residents can take part in activities such as:
 - horse riding
 - music therapy
 - cookery in the kitchen
 - gardening
 - pottery
- There is also the opportunity for residents to attend college (subject to availability of spaces). 20 currently attend a college, mostly in Daventry.
- At times the residents are taken on outings and holidays.

Food and drink and meal times

- Residents choose from a weekly Easy Read menu. This is quite small but are being changed.
- Lunch is cooked in the main house for everyone.
- Breakfast and supper are cooked in the houses, involving the residents.

Relationship between the home and residents/relatives

- Some residents have lived at the home for 30-40 years.
- The home holds a meeting for relatives twice a year.
- Families can be involved and discuss things at the meetings but do not seem to get too involved.

Other observations and comments from resident, staff and relatives

- In addition to the care staff there are six young German volunteers who stay at the home for six months and two local volunteers who befriend two of the residents.
- The home also has a good relationship with the local pub in Byfield.

Recommendations

1. The gardens could be developed to include some animals.
2. The home could develop its links with the local community, such as recruiting more local volunteers.
3. The communal bathrooms could be updated.



Contact us

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