

Enter and View Report

Hen-Cloud House

8th October 2024



Healthwatch Staffordshire

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Report on Enter and View Visit Undertaken by Healthwatch Staffordshire on 8th October 2024

Service Visited:

Hen-Cloud House Residential Home
Buxton Road, Leek, Staffordshire, ST13 6EQ
01538 712460

Authorised Representatives undertaking the visit:

Christine Sherwood, Emma Ford & Andrew Bakewell

Image of Hen-Cloud House



The Service:

Hen-Cloud House Residential Home offers 66 rooms that can accommodate up to 66 people. The home includes 61 single bedrooms and 5 larger studio rooms that can be shared. All rooms have an ensuite with a shower, except for the larger rooms, which are fitted with a bath. The home opened in 2020 and is located in the idyllic Leek community on the former Eaton House site & within the Staffordshire Moorlands. It is situated on the main Buxton Road, and nearby facilities include a shopping area, which houses businesses such as a pharmacy, grocery store, bank, cafés, nearby garden centre & churches. The home is close to public transport links that run from Ashbourne to Buxton and stop within Leek and is close to the M6 from the Northwest Junction 16 following A roads, and M1 Junction 28 from the Northeast. The surrounding homes in the local area are a mix of new and old buildings, and the home is close to local schools.

Hen-Cloud House Residential Home is owned and operated by the Borough Care group, which currently operates 12 care/nursing homes in Stockport and Staffordshire areas across the UK providing care to older people and those living with dementia. This home has a very modern feel and is decorated and furnished to a high standard. The reception area has a very contemporary feel with its coffee tones and dark wood, while the grey walls and bright furnishings in the main areas of the home provide a sense of warmth with a modern twist.

Purpose of the Visit:

As part of the Healthwatch Staffordshire's responsibilities, authorised representatives will carry out Enter and View visits to health and social care premises to assess how they are managed and to make recommendations for improvement. The Health and Social Care Act 2012 empowers authorised representatives to observe service delivery and speak with service users, their families, and carers at locations such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits may be conducted based on reports of issues with a service or to learn about and share examples of services that are performing well.

These visits are not intended to specifically identify safeguarding issues, but any concerns that arise will be reported in accordance with Healthwatch Staffordshire's safeguarding policy, and the visit will be ended if necessary. The local authority safeguarding team will also be informed.

Methodology:

Was to engage with and speak to:

- the manager about various aspects related to how the facility is operated, such as the number of staff employed, the number of vacancies, and the recruitment processes. Also, discuss staff training, induction, staff meetings, shift patterns, care planning and reviews, and complaints procedures.
- Engage with residents about their care, do they feel safe, whether they are happy with the care provided, whether there are enough activities & plenty of stimulation, do they feel they have a choice and are listened to. What is their experience of being treated with dignity and respect? Is there plenty of choice regarding food and drink?
- Communicate with available relatives about their satisfaction with the care provided to their relatives or loved ones. Feedback will be obtained during the visit and via the QR code displayed on a poster in the home a week before our visit date.
- Interview staff regarding staffing levels, training, management support, and development opportunities.
- Conduct observations of the environment and interactions among residents, staff, managers, and visitors at all levels.

Physical environment:

External

Hen-Cloud House is situated on the main Buxton Road, near both Leek and in the Staffordshire Moorlands. The building was purpose-built in 2020 by the Borough Care group, giving it a modern appearance with privacy glass installed for ultimate convenience. It is surrounded by a mixture of new and older housing and is close to the local town, pubs, and various businesses. The local nursery school regularly visits, and there is a strong sense of community, with events like the fete and a monthly community breakfast. The home also provides safe spaces for the community if it is needed.

The manager is committed to utilising local services and engaging with the community to improve the quality of the home. There is a spacious car park at the rear of the building. The building is well-sign posted on the main road making it easily visible. The entrance is located at the rear of the building, adjacent to the parking area, and is easily accessible. The area features a mix of paving and tarmac, with plants and borders. Enclosed gardens are located at the side of each wing within the building, with pergolas, paving, tarmacked areas, grass, planted areas, and ample seating for residents and families to enjoy. The gardens are surrounded by metal fencing, providing safety and security.

Internal

To gain access to the building, there is an intercom system with an electronic door entry system, ([however, during the day of our visit we just walk in](#)). Once inside the front door of the building, there is an internal door that can be released by staff to provide added security to the residents. Inside, there is a large reception area with a reception desk, and a member of staff to greet you, and provide instructions on signing in. ([Here is where the Healthwatch poster and visit announcement had been displayed.](#)) There is a manager's office in the main reception of the building alongside a very large comfortable sitting area, a coffee shop with a notice board full of activities taking place behind this, and just to the side of this is a

beautiful large staircase of dark wood and glass construction, plus doors leading onto each wing, laundry and kitchen facilities.

The home has two floors, each of which is bright, clean, and fresh-looking. The corridors have carpet flooring. You can reach the stairwell, by a door, one on each side of the lounges, but they can only be accessed via a PIN code entry to keep the home secure. There are also lifts adjacent to each lounge leading to the upper floor. There are features such as themed pictures on each floor. There are also a few notice boards with activities promoted as you enter the lounges. The corridors are wide enough to accommodate wheelchairs and other equipment comfortably. Each resident has their name on their room door, enabling them to familiarise themselves with locating their room.

Each floor can only be described as a “spider-like” hub in the middle with a dining area and kitchenette facility directly adjacent, and small lounges with large dividing doors that can be opened to make it one larger sized area. The individual lounges have their own TVs on the walls above the fireplace. The corridor that leads off this hub “spider legs” hosts a garden room on each wing, and on the ground floor, this opens into the communal gardens. As you walk further along this corridor, you come to the individual bedrooms and then, at what can only be explained as the rear of the hub, is a corridor on each floor that hosts a library and quiet space, which then backs onto a cinema. There is also a hair salon and shop within the hub of the building.

Each dining table has a menu that offers a choice of breakfasts, hot snacks including cheese on toast, jacket potatoes with fillings, and a choice of two main meals a day. We were told the menu is on a rolling 4-week rota and is altered per season. This showed that residents have a minimum of three meals a day, with each meal having 2 options or more, a choice of a warm breakfast daily, and snacks mid-morning and afternoon, along with limitless drinks on offer. The home also implements in each lounge a basket that has plenty of fresh fruit for the residents to help themselves to.

There are sixty-six rooms spread over the two floors. All have a bed and bedroom furniture with a mini-fridge, and most appear to have access to be able to wall-mount a TV if they choose to. Five of the

rooms within the facility are bigger and can accommodate couples and have the space to have a small sofa as well as bedroom furniture, making it more of a self-contained studio apartment. Each room will also have personal items of each individual to make it feel like home. Most residents have their medication administered by a suitably trained staff member, and these tend to be stored safely away in a medication room. However, if a resident wishes to self-medicate each room does contain a lockable cupboard. Each room is also provided with a separate lockable drawer for storage of valuables.

We were told residents can bring in their furniture and fixings to personalise their room if they wish, but the evidence is needed to prove that the items are fire retardant, however, the manager did state "it has never yet been discussed, as everyone who has moved in so far has chosen to keep the new, modern furniture that is provided".

Each floor has areas where residents can meet and socialise in comfort. Relatives are also welcome to come and socialise with their relatives and attend events (*We did observe this*). The lounges are decorated with neutral colours that offer a calm and relaxed atmosphere. We witnessed a singer entertaining the residents and got to see evidence of activities planned.

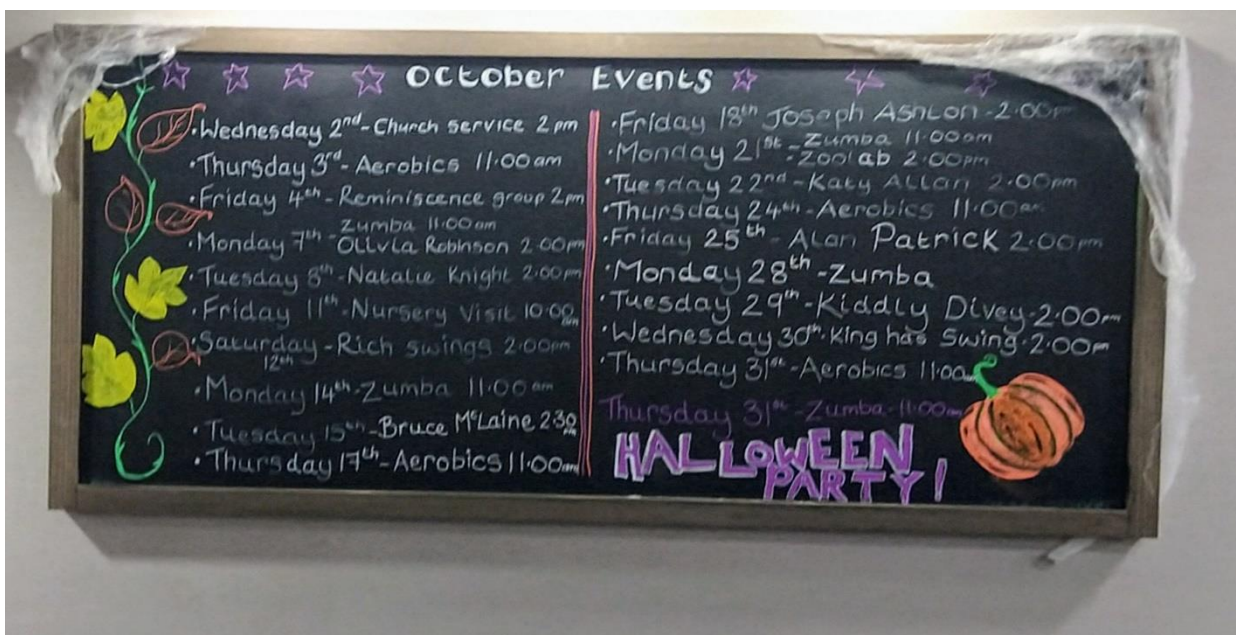


Image of Hen-cloud House Activity Board in Main Reception area.

Each cinema room has a whole range of DVDs and a popcorn machine to add to the experience of being at the cinema, and one lounge has a small artificial shop where residents can go and pick up items that they require. There is also a hairdressing facility onsite and visits from a chiropodist, optician, and dentist if needed can be arranged. Each floor has several bathrooms with a bath and motorised chairs that are for residents' use.

The manager told us that her vision is to put the welfare of the residents first and to make sure her staff are being taken care of. The company's ethos is "life in colour."

Management:

Upon arrival at the residential home, we were greeted by the receptionist and shown how to sign in. Within seconds, we were all greeted by the Home Manager and slightly later the Operations Director. The manager has been in the position since January 2024 and the Operations Director since August of 2023. Currently, the Home accommodates thirty-three residents, most of whom are privately funded, and a couple are funded by a local authority. One person also attends as a day service to offer some respite. The remaining rooms are currently unoccupied.

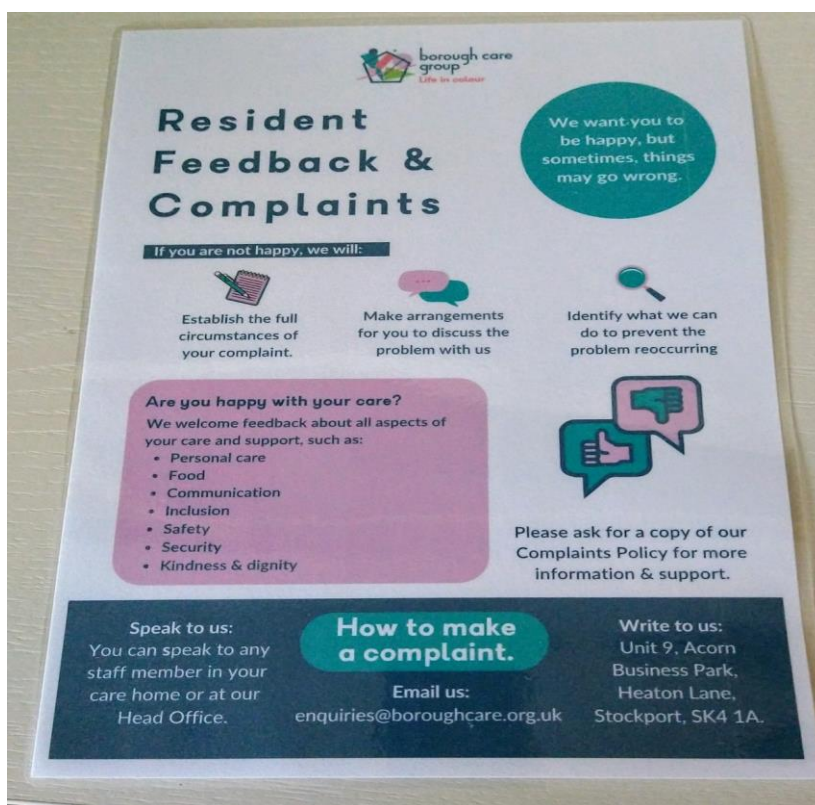
The residential home is an important part of the local community and has strong connections with a nearby nursery. The local primary school also visits frequently, allowing the children to take part in activities with the residents and enjoy a Christmas choir service. The home is currently in discussions with a local nursery about implementing a bedtime story program. The activity program is managed by the Activities Life Facilitator (ALF) primarily from Monday to Friday, but this schedule is flexible based on the needs of the activities. These activities include various options such as Zumba & reminiscence to name a few. The home also offers a wide selection of books in well-stocked libraries on each floor. These books are supplied by Staffordshire County Library service to ensure a varied stock rotation with plenty of different genres. Additionally, the home provides games and organises events for the residents,

such as visits from singers and animals, and much more. Families and residents can also access activities through an online digital platform called 'Oomph'.

Families are encouraged to participate and support, and emails are sent each month to the family members so that they are aware of the events taking place.

Hen-Cloud House is registered for Residential care and can accommodate dementia, respite, palliative, and end-of-life care. There are two local GPs who conduct ward visits weekly with the Home's Manager on separate days.

Complaints are typically addressed by the Manager or Deputy Manager, but the Operations Director oversees all complaints as they are logged on the Radar System.



This is a copy of the Residents Feedback & Complaints poster Healthwatch observed in an empty room, it is evident the options available to provide feedback.

Staffing:

The residential home has 2 Senior staff on each shift on each floor, it has members of the care team on duty during the morning, and the afternoon according to the needs of the service and the care element being provided, all spread over the two floors. During the night, five staff members are on duty. The home operates 24/7 with four different rotas for the care team. Shift lengths vary based on job role, with shorter shifts during the day and 12-hour shifts for the night staff. Breaks are allocated throughout the shift, lasting either 30 minutes or one hour depending on hours worked. The home has a good recruitment and retention rate, with several staff members staying long-term and the Home uses a specific care agency (who try to provide the same members of staff to cover shifts) as and when needed to provide continuity to the residents and care team. (22 care + 2 Casuals and 8 senior).

In addition to care staff, there is one kitchen manager & 2 kitchen staff who work on a rota system, during core hours. Some of the meals are freshly prepared on-site, including breakfast, snacks and homemade cakes, except the main lunch meal which is provided by "Apetitio", (*these are specialist meals that come onto site frozen*), the kitchen staff will then heat the meals as per instruction and present to the residents from the kitchen to the lounges using a hot plate to keep at the correct temperature. In addition to this, there is also plenty of Fresh Fruit and snacks left in each lounge. There are also domestic staff on duty during the day and a laundrette service that runs 24/7. (7 + 1 Casual).

Each shift includes a Senior member of staff, and these will handle any issues, and feedback to the on-call manager if needed.

New staff members undergo an in-depth induction programme for 5 days at the Head Office which includes all mandatory training to enable the staff to do the role, staff will also have access to online training Person-Centred Software (PCS) via eLearning platform, followed by a buddy system induction when they enter the home until they feel competent. External training can be brought into the Home if necessary. We believe there is a 6-month probation period for new staff, followed by a one-to-one session to discuss future

progression. The E-learning platform provides training opportunities, covering various topics such as continence care, data protection, and whistleblowing to name a few. The staff can also access "My HUB" which gives staff access to Health professionals such as counselling and mental health teams. The staff are also recognised by the company by receiving an E-card from the manager and WOW awards designed for managers to show their appreciation to staff who have gone above and beyond, and staff will get a £10 gift voucher in recognition. "My HUB" offers discount codes for items/goods as an incentive for staff, & the manager will also bring in a tray of doughnuts and just leave them for staff to access to show her appreciation.

Care plans are electronically recorded, and daily activity is recorded throughout the shift on (PCS) an electronic handheld device. This PCS device will alert staff to complete specific tasks throughout the day to make sure the care plan is upheld and will flash as a reminder. The handheld devices give access to care plan details for all residents, and the system has flags to identify important resident specific data. For instance, those residents who are diabetic, or those who have palliative care needs. Handovers are conducted per shift to aid continuity and communication between shifts & Staff. If a new resident is moving in a staff member may be assigned to tag all the clothing to eliminate items going missing.

Hen-Cloud House is registered for Residential care, however, District Nurses, Community Rapid Intervention Service (CRIS) team and other community service still visit the home to see patients. The Home offers Dementia Care, residential care, palliative care, end-of-life support and other services. The Home has a good relationship with two of the local GP surgeries, who conduct ward rounds weekly with the management team and complete in-person visits to the home on Tuesdays & Fridays. Additionally, the Home has a positive relationship with the local pharmacies.

Any complaints are handled by the Manager or Deputy manager on site. However, the company Home's Operation Director will also have access to these via the Radar system, which can help look at trends or themes. There are many ways for relatives or professionals to

provide feedback, including online, telephoning Headquarters, Cards, meetings, and word of mouth. The policy is displayed in the community rooms; and the manager is keen to have an open-door process so that anyone who enters the home feels able to come to her directly and raise anything with her to try and reassure and give timely expectations.

Regular staff and resident meetings take place, and relatives are invited to attend meetings. According to one relative, their feedback was appropriately addressed very quickly following a meeting “[Relatives now also receive a copy of activities taking place via emails](#)” and [I can keep in touch with the manager via this option](#)”. The company also holds quarterly meetings between the rest of the 12 homes to flag feedback/concerns and complete a “lessons learnt” process to try and eradicate or change policies to stop issues from reoccurring.

The company also implement a communication care plan if needed and can access an accessibility information tool to help do picture aids, larger print or easy read to be inclusive to the residents.

Staff Feedback:

During our visit, we spoke with several staff members, including some who have been with the home for three-plus years. One staff member described it as “[a nice place to work, we all work as one team](#)” and had no intentions of leaving. Another staff member (agency), who had been at the home for some months, “[felt very supported and appreciated](#)” It was noted that there were currently job vacancies at the home, but recruitments are taking place. The staff we spoke to also expressed that the “[training and development opportunities provided by the home were good, as well as the induction program](#)”.

All the staff members we spoke to had positive feedback about the home and felt well-supported by both their colleagues and the management team and praised the new manager. They were

described as “kind, caring and happy to help” and this was evident in the atmosphere of the home and in the work we observed.

It was observed by a family member that her relative was “always well looked after and cared for and always encouraged to do personal care”. During our visit, we also observed that the staff appeared to engage with the residents on an individual level and demonstrated a caring, compassionate manner.

Resident Experience:

During our visit, we spoke to eight residents. One had been living in the home for 2 years, three had been there for over a year, and 2 had been there for less than a year, the last few residents couldn't recall the exact date when they had moved in. Three stated that they were involved in the care planning and had it reviewed every 6 months, while the other 5 were unsure. “All the residents felt safe, and happy with the staff, and were treated with dignity and respect”. One resident stated they don't lock the door to their room, when asked if this meant they felt safe they replied “yes”

Only 1 resident commented “that the food was not always warm enough but there were plenty of choices” but did go on to say “that this was being addressed with management following on from a previous meeting”; another couple of residents stated the food is “OK, with plenty of choices, another 3 of the resident stated “if I don't like any of the meals at lunchtime you can have cheese on toast” One resident stated how good the meals were. All residents stated they would go to staff or management if they had any issues or complaints.

They also mentioned that activities were plentiful, however, some chose not to participate. When asked what they would change? “2 didn't know”, 2 mentioned the buzzer system and response time need to be quicker but understood that it was not always possible. One person also mentioned there can be issues with double-up calls, as you may sometimes need to wait for another staff member to be available.”, 2 mentioned more staffing and 1 stated, “that they were happy there but would rather be in their own home”

a couple mentioned to Healthwatch colleagues that "It's just like home, but it isn't home". They later acknowledged that they understood it was not safe for them to be at home due to various reasons. Another comment made was that they "would like to see church service weekly". 1 resident was also concerned about the flooring in their bathroom stating, "They appear to be very hard if I was to fall, I would be badly hurt".

Another piece of positive feedback was one resident had woken up at 2 am but was given a cup of tea and a slice of toast by the night staff which helped settle them

All staff were generally well regarded as "kind and caring", and the residents appreciated their work. One resident described them as "staff do their best and are very kind." A comment that stood out was "There is love in this care home". All the residents we spoke to have no regrets about moving to the home. They appreciated the feeling of safety, the kindness of the staff, companionship and the range of activities on offer. During our visit, we observed a large group of individuals watching and joining in with a professional singer, while others were enjoying observing from a distance and the background noise, and some residents were still in their rooms. We also had feedback from a resident "Staff sit and chat to you" and we did witness this.

We were also informed by the Home Manager and Deputy that they work weekends and bank holidays when required and conduct weekly audits on care plans. Each shift has a Senior lead that staff, residents, and families can approach in the absence of the management team. *Residents were very complimentary of the new manager and stated " She always walks around and sees how we are doing. We only asked one day about some more footstools and within a few days we had them".*

Feedback from Relatives online:

Before Healthwatch visited Hen-Cloud House, we asked them to display our poster with a QR code a week in advance so that relatives who were unable to attend on the day could also leave feedback if they wished. It seems that we only received 1 completed survey. Here are the results:

We asked the following questions, also some were about demographics, but we have not included those in the report to keep the feedback anonymous.

The completed survey was done by a relative or friend.

- Do Carers treat you with respect and dignity?
- Have you read and signed the support plan?
- If you were unhappy about your care, could you tell someone and who would you tell?
- Do you think the people who look after you would fix any complaints you had?
- Have your carers helped you stay active/engaged?
- Have your carers helped you stay in contact with friends and Family?
- Do you get to choose your food?
- Do your carers ask your permission before helping you?
- Do you have enough interesting things to do?
- Do your carers give you the information you need to help you make choices?
- Are there always snacks and drinks available when you want them?
- Do you feel safe?
- Do you think there are enough staff?
- Have your carers told you what to do if you feel unsafe or at risk?

The responses we got back to all the above questions was “a 100% Yes” nobody left any negative feedback.

- Is there anything you don't like about your carers?

“ N/A” was the given answer

- What is your favourite thing about your carers/living here?

“All good”

- If you could change one thing about your care, what would it be?

No Response left

Feedback from Relatives During visit:

On the day of the visit, we spoke to 2 family members, and we used the same questions as our online survey. These are the results:

None of whom we spoke to had any complaints and were eager to share their experiences of the home. All of them stated that they were actively involved in care planning, and decision-making, and had regular reviews of the care plans one family member commented that following a review “resources were put in place such as low bed and crash mats due to the family member being prone to falls & nothing is too much”.

One felt that the management team was “good and always willing to help”. They felt reassured that their family member was being looked after and cared for and safe at this home. One mentioned that their relative was supported by Dougie Mac and had a blood test organised without the family having to raise it first. One family member even mentioned that recently the home has tried to mix up food options but feels that this may not always be communicated well to those residents who struggle to read or retain the menu options

They also complimented the “cleanliness of the home and how immaculate individual rooms were”. When asked what they would change about the care, one expressed a wish for “More staff at weekends”.

Summary:

Hen-Cloud House is a beautiful, spacious facility that has been built and furnished to a high standard; it is also presented immaculately. However, some areas of the paintwork and the carpeted communal spaces could benefit from refurbishment due to wear and tear. There are no unpleasant odours, and the individual rooms are well-maintained.

The environment is comfortable, with well-equipped communal areas and nicely furnished resident rooms. The standard of personal care is highly regarded by the staff, residents, and their families. All residents are well-groomed and receive individualised care tailored to their needs.

While a couple of residents mentioned the quality of food, overall, the menu options and choices available are plentiful. The on-site activities are also well appreciated by both residents and their family members. Even the little finishing touches are thoughtful; for instance, the home organises activities or events around a resident's birthday and sends a card, a small gift, and a cake.

When a new resident moves in, they receive a goodie parcel in their room, which includes items like lip balm, creams, wipes, and biscuits. Additionally, each room features information about "Apetito", the local chiropodist and dentist, as well as how to provide feedback.



Hen-Cloud House Goodie Bag to Welcome New Residents.

Recommendations:

At this stage, our recommendations would be:

- Church service weekly.
- Look at show plates at mealtime for residents who may struggle to read menus or retain meal choices.
- Look if there is a way of serving the food hotter or making sure residents/families understand the limitations of this.
- Reassuring families and residents regarding Staffing levels
- Reassuring residents regarding emergency & the buzzer system response times
- Address concerns regarding the resident's bathroom floors.
(*suggest discussing in a residents meeting*)

We recommend that Hen-Cloud House share its successful practices with other facilities to further enhance the positive relationships established by the manager. Everyone we spoke to—including residents, family members, staff, and agency personnel—appreciates the positive impact this has had on their experiences, making Hen-Cloud House a better place to live, visit, and work.

The Ethos seems to be embedded regarding “**One Team**”, with the staff we spoke to.

We would like to acknowledge and compliment the efforts of all the staff and congratulate them. A reflection of what care should represent was given in a quote during our visit by a resident.

‘It’s the best place in the area.’

Feedback from the Home manager Danyel Bromley

Hen Cloud House really enjoyed having Healthwatch into the home it was nice to get new ideas and opinions from external bodies

We are thankful to the management, staff, residents, and families for the warmth and hospitality shown to us during our visit.

Next Step

The report will now be published on our website for the general public to read and copies will be forwarded to Hen-Cloud House and shared with Staffordshire County Council & Care Quality Commission (CQC), it will also be added to the next Healthwatch E-Bulletin.

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 residents, relatives and staff, only an account of what was observed and contributed at the time of this visit.