



## Enter and View Report

### Details of visit

**Service Provider:**

**Mill View Care Home**

**Service Address:**

**Bolton Lane, Bradford, BD2 4BN**

**Date and Time:**

**07/11/19, 11.15am to 2.30pm**

### Authorised

**Representatives:**

**Alan Walsh, Penny Wild, Irene Cyhanko**

**Contact details:**

**Healthwatch Bradford & District, Central  
Hall, Alice Street, Keighley, BD21 3JD**

## Acknowledgements

Healthwatch Bradford & District would like to thank Mill View Care Home residents, visitors and staff for their contribution to the Enter and View programme.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above at the specific times. 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.

## What is Enter and View?



Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch 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 Views 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 their lead 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 where they are protected by legislation if they raise a concern.

## Purpose of the visit

- To engage with residents of the care home and understand how dignity and privacy is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings.
- Capture the experience of residents and relatives.



---

## Strategic drivers

- Healthwatch Bradford & District's statutory duties include the need to highlight good practice and encourage those providers requiring improvement to do so.
- Amplifying the voice of care home residents.
- CQC dignity and wellbeing strategy

---

## Methodology

### This was an announced Enter and View visit

Prior to visiting Mill View Care Home, the registered manager of the home was informed in writing - by means of a letter - of the proposed visit date and time. To provide focus, we used questionnaires for residents, staff and relatives. Using the questionnaires, we asked residents and staff, to give feedback on their experiences at Mill View Care Home, as well as making suggestions for service improvements if they thought they were needed. Residents were informed about our visit by means of a poster and a Healthwatch Bradford & District information booklet, which were sent prior to the visit.

When we arrived at Mill View Care Home, we spoke with the manager, explaining the rationale for our visit and enquired whether any residents should not be approached due to their inability to give informed consent.

Authorised representatives conducted interviews with the manager and ten members of staff at the care home. Topics such as person-centred care, dignity, privacy, promotion of independence, recreational activities, pastoral needs, and being involved in key decision making were explored.

Authorised representatives spoke with nine residents at the care home to ask them about their experiences of the home and enquired how residents were involved in decision making at Mill View Care Home, whether their privacy and independence was being promoted, and how those residents felt their pastoral needs were being met.

Part of the visit was observational; this involved the authorised representatives viewing the property externally and internally. We also observed the public/communal areas, such as the corridors, themed rooms, dining rooms, lounge(s), library and laundry.

At the end of our visit we spoke with the registered manager and an opportunity was given to add context to what had been observed during the time. We also explained the process of writing the report, which includes; forwarding it to the service provider, giving them the opportunity to respond, prior to the final version being shared with statutory bodies, and its eventual publication on the Healthwatch Bradford & District website.

**Please note:** This report specifically relates to the findings we observed on our visit, it is not representative of the experiences of all residents and staff, it is an account of what we observed, and what was contributed by those we spoke with on the above date.

---

## Summary of findings

At the time of our visit, there was evidence that the home was operating to a very good standard of care regarding Dignity, Privacy and Respect:

- Residents were well presented and contented - we saw evidence of dignity being respected.
- We witnessed evidence of a residents' privacy being respected.
- We saw evidence of staff interacting with residents positively and regularly including assisting residents in their daily and recreational activities.
- Residents told us that they are happy living at Mill View Care Home.
- Residents told us that they were involved in making decisions regarding their own care.
- We saw evidence that the care home delivers a service promoting person centred care.
- We saw evidence of a variety of recreational/social activities that are available for residents to take part in.

---

## Results of Visit

### Environment

When approaching Mill View Care Home, our authorised representatives observed the exterior: The gardens, driveway, car park and surrounding areas were neat, tidy and very well maintained.

Upon entering the home, whilst noticing the Healthwatch Bradford & District notification letter was displayed on the front door, we were politely challenged by staff to show our I.D. badges. There is a visitor signing in book which we were asked to sign. There is a lift to left of the reception area, which was clean, tidy and brightly decorated with a Christmas theme; the entrance to the managers' office is also in this area. There was a menu displayed on a stand that showed a set menu of meals that are available daily. We were informed the menu was seasonal and changed every spring, summer, autumn and winter.

The CQC inspection report was displayed in reception along with certificates of achievement. There was a Mill View team training display board showing a range of training courses, such as, Diabetes Awareness, Care Certificate Workshop, Positive Behaviour Management and Effective Interview Skills & Workforce Planning.

As we moved from the entrance hall into the main body of the home, there was a notice board on the wall called 'Staff Guidance Notice Board' showing, amongst others, Know Your DoLS, Colleague Assistance Programme, Listening & Acting and Smiling Matters – Oral Health Care in Care Homes.



We were shown around the care home and saw there are fifty resident rooms, all ensuite and all single occupancy, with a photograph on each door of that rooms' occupant. We were informed by a staff member the ground floor has twenty-five resident rooms, and the upper level also has twenty-five rooms.

There are three levels at Mill View Care Home; the basement, ground floor and the upper level. The ground floor is where residents with dementia reside and it is secured by coded locking. The upper floor is residential, where there is open access for free movement. For access to resident accommodation on the upper level, there is a staircase, and a lift for less able residents. In addition to the ensuite toilet facilities, the home has four bathrooms, and five toilets, spread across the ground and upper floors.

There are two communal dining rooms, one on each level, that are spacious, providing panoramic views of the city. In both rooms, on each floor, residents can meet communally, they have a large LED TV on the wall, with numerous lounge chairs. These rooms are well decorated and clean. In the upper communal dining-room there is a pub called The Moore Inn serving actual spirits and beer.

On the ground floor there is a 1950's themed Café which leads out on to a patio/garden area with two sets of tables and chairs. Inside the café there is a large scale (neon lit) jukebox. Mill View Care Home also has a 'Glitz & Glamour' nail parlour that is decorated in a silver brick design, with mirrors on the wall.

There is a hairdressing/barbers' room where the walls are painted mauve, there are two signs, one saying Gents Room, the other saying Ladies Room. The room has wall mirrors and is equipped with hairdressing and barber implements, a barbers' chair and a hairdressing chair with an overhead dryer.

On the upper floor there is 'The View Cinema'. Outside the entrance of the cinema, there are framed movie posters. Inside the cinema, there are nine chairs set out in three rows of three chairs. There is a large cinema screen, and at the back of the cinema the words popcorn and hot dogs are emblazoned across the wall in large red lettering.

Mill View Care Home also has a shop called 'The Farmers Market' that is fully stocked with goods, such as confectionary, cans of soda pop (including sugar free), bottles of fruit juice, snacks, toiletries, shampoo, toothpaste and mouthwash. There is also an area called 'The Old Library' where there is an actual bookcase stocked with books, and lounge chairs where residents can sit and read.

The corridors were themed and decorated with lots of framed pictures and displays. One corridor was named 'The Toys You Never Wanted to Put Away' on which there is a mural depicting a scene of women and children in a toy shop. Another corridor is named 'Spitfire Street' where framed pictures of the Royal Airforce, the British Navy and the portrayal of women's role in the First World War are lined along the wall. One corridor was named 'All the Fun of the Fair' showing a sign stating: 'Welcome to the Circus'.

In the basement lies the laundry, staff rooms, handyman's room and the kitchen. There is extra security on the medication room door, with only qualified staff who are trained to administer medication being allowed access. In the medication room there is a fridge for medication that needs to be kept at a set temperature, this is also securely locked. The impression authorised representatives had of Mill View Care Home is that it is fit for purpose and has a calm, happy, engaging atmosphere.

## **Promotion of Privacy, Dignity and Respect**

In the conversations our authorised representatives had with residents and staff, we concluded there is a concerted effort by the home to promote the privacy of its residents. We were informed by different staff members that if a resident requested privacy, they would ensure that request was met. The Manager informed us the home had a 'core set of values' and ongoing staff training was at the forefront of ensuring that staff understand the importance of promoting privacy, dignity and respect. Every staff member has a core profile highlighting the aspects of their role, this profile focuses on honesty, respect, dignity, privacy and decision making, we were shown evidence of this.

One staff member told us that care plans were important when caring for residents because each care plan gave guidance on how to care for that person and indicated what their personal needs and wants are. For example, according to this staff member, personal, bespoke care is vastly important and helping a person with their personal hygiene is an area where the promotion of privacy, dignity and respect must be adhered to. In relation to privacy, other staff informed us there is a quiet place that can be made available to a resident and their family for a private meeting if required. One staff member further stated that the home promotes these principles through each resident having their own ensuite room, their care plan tells you what a resident requires, and we respect their wishes.

One resident we spoke with told us that staff were 'very good' at letting them have time alone if they wanted it, saying 'staff never interfere with that'. Other residents were unanimous when telling us they were given time alone whenever they requested it. They were clear that staff always knock on their room door and waited for the resident to respond before the door is opened.

## **Promotion of Independence**

The manager told us that staff training, supervision and support was important in helping staff understand the importance of promoting independence. This, the manager believes, ensures that staff personally get to know the individuals living in the home, the people with whom they are working.

The manager went on to explain that Mill View encourages residents to 'do things for themselves', effectively enabling residents to be more independent. This helps residents to live to their full capacity using their own life skills.

One staff member told us 'if you give residents a chance to make their own choices, it will positively impact on their well-being, confidence and self-esteem, maintaining their independence and giving the resident a sense of purpose and achievement'.

When a resident arrives at Mill View, they are assessed, a care plan is devised, and a programme of action is put in place for that resident. When speaking about this, one staff member informed us, it was important that residents were encouraged to make their own choices. This staff member was clear that even if a person is living with dementia, they should be encouraged to make choices if possible.

They continued: 'When I am caring for a resident in the morning, I will put out different outfits for that resident to choose from, it's important they are given the opportunity to make a choice. One resident told us they were always given a choice of what to eat and what time they wanted to get out of bed.'

## **Interaction between Residents and Staff**

We saw ample evidence of staff taking time to converse with, and assist, residents. There were many staff interacting with residents in a caring and understanding way. We witnessed a resident who was standing in the corridor with a walking stick looking confused whilst we were talking with a staff member, who excused themselves so they could assist this person. The staff member asked the resident if they were 'alright' and stroked the residents' arm in a reassuring manner whilst speaking with them, then helped them to their destination. Our authorised representatives saw another resident with a walking frame moving towards the dining room. A staff member spoke with the resident and gently supported them on their journey into the dining room.

We saw residents and staff interacting in a positive manner throughout our visit at Mill View, in the lounge, corridors, hairdressing/barbers' salon, shop and the café. There were many individual discussions taking place between residents and staff in the lounge. We witnessed a resident having their hair done in the hair salon, talking to a staff member whilst they were sat under the hair dryer. We saw two residents sat in the 50's themed café chatting and laughing with a member of staff. Authorised representatives noted they had observed consistently productive and engaging interaction between staff and residents.

It was explained to us by the manager that all staff are fully engaged and understand the personalities of all Mill View Care Home residents. Our authorised representatives did see evidence of this on their visit.

## **Residents**

Our authorised representative noted that all the residents we observed were well dressed, clean and tidy. The authorised representatives spoke with a total of nine residents' and recorded that the residents we observed seemed happy and content. All the residents we spoke with told us that they were happy and liked living at Mill View Care Home.

Residents told us they liked the staff because they cared about them and were helpful. One resident said that if they ever felt alone, staff would always sit and talk to them, this made them feel that staff cared about them. Residents told us that they liked living at Mill View because staff are caring and kind.

## **Food**

On the day of our visit, dinner consisted of the choice between braised liver with onions and bacon, or cheese and onion pie, both served with either potato wedges or creamed potatoes, green beans and roasted vegetables. Dessert was jam roly poly with custard.

We observed lunch being served in the upper and lower dining rooms, with some residents eating communally. We asked residents what their thoughts were on the food, all those present responded positively.

We were told, and shown, that all meals are cooked from raw ingredients and freshly made. We were made aware that, for any resident who needed help with eating their food, staff are aware of their care plan and are on hand to assist if needed. We saw the food being served, with residents seemingly enjoying their meal. One of our authorised representatives noted it was a 'proper home cooked meal, that was nicely presented'.

## **Recreational Activities/Social Inclusion/Pastoral needs**

The manager informed us there is no Activities Co-ordinator at Mill View. We were told the ethos at Mill View is aimed at 'building a community'. All staff are expected, and encouraged, to play a part in building that community by being involved in activities with residents. We were told that this is based on a 'whole team approach'. We were further informed that residents have a social care programme incorporated into their care plan, this includes activities that are aimed at a residents' personal interests. It was conveyed to us, and we were shown, that care plans were person-centred and are aimed at delivering a programme that matches a residents' needs and interests.

Activities that are available for residents at Mill View Care Home include: Cinema, pub, the 50's themed diner/café, music for health, bake off, amongst others. Staff and residents informed us that residents also take trips out to do shopping and mix in the community.

We were also informed there is activity that promotes inter-generational activities between residents and local children, including the Scouts, Beavers and local schools. There is also a programme called 'One in a Million School Children' being run in Mill View's Christmas programme. One resident told us they like it when the 'kiddies' visit because it makes them happy.

One resident did tell us they did not feel there were enough physical activities available for them. They highlighted that there were only two physical activities available in the Christmas programme. The resident added they would like there to be more physical activities. Our authorised representatives did see evidence of Mill View's '31 Days of Christmas; Activities & Events Calendar' in the reception area.

## **Involvement in Key Decisions**

We were told by the manager that residents are at the forefront of decision making at Mill View, saying: 'The resident's views, wants and wishes are key in which decisions are made, we consult with residents, it's their home.' Authorised representatives were also informed that Mill View has a voting system which involves all residents casting a vote to determine an outcome, the voting form we were shown was evidence of this. A staff member told us 'it's about listening to residents and understanding what they want, we involve them in decisions that affect their lives'. Another staff member informed us that family members are also involved in the decision making of their loved ones'.

According to the manager and the staff we spoke with, staff meetings take place every six weeks. Decisions that have been made at a management level will be discussed in the staff meetings. Staff told us that they can advance their ideas about the home and how it is operating, or any concerns they have, at these meetings. The staff we spoke with felt they were involved in the decision making at Mill View Care Home. Staff are also supervised and appraised in their monthly one to one meeting's with management. These supervisions give staff the opportunity to further talk about any ideas or concerns they might have and be part of the decision-making process.

It was highlighted by the manager and verified by some of the staff and residents we spoke with, that residents are involved in staff recruitment by sitting on the interview panel for new care worker applicants.

We spoke with a senior staff member who told us that there is a residents' committee consisting of four residents who meet monthly to discuss issues. At these meetings decisions are made and passed on to the manager and staff in the home. It was acknowledged by those residents we spoke with that, on an individual basis, staff were very quick to respond to any issues or concerns that a resident raised individually.

## **Concerns/Complaint Procedure**

When asked by our authorised representatives about the complaints process, the manager confirmed there is a thorough complaints procedure in place at Mill View. The manager and staff informed us that everyone in the home was made aware of the complaint procedure on induction and through training, we saw evidence of this.

The manager further stated: 'We always safeguard, we always make sure the resident is supported, so they will open up. We take witness statements, and always inform safeguarding and the Care Quality Commission. We investigate thoroughly and keep the family informed and involved. We have safeguarding and whistleblowing policies to protect resident's and staff. We have a 'Duty of Candour' which we send to the family and immediately apologise if something has happened with their loved one. After a case, we study each incident and look at what lessons can be learned by each member of the team, we are all responsible for peoples' safety and care.'

The staff we spoke with told us that any complaints that were made by residents are assessed and all complaints are recorded. Another staff member who spoke with us said: 'If there is a complaint, the resident is given support, and their next of kin is informed'.

We were told that if an issue was not serious and could be resolved internally, the home would help bring proceedings to an amiable conclusion. If a complaint was serious it would be dealt with at a higher level and passed to management who would then follow procedure and deal with it in the appropriate manner.

If it was deemed necessary, the relevant statutory bodies, such as Safeguarding, Local Authority and Care Quality Commission would also be made aware. The manager reiterated that any complaints that come to light are taken very seriously and are investigated thoroughly without influence, bias or prejudice.

## **Staff**

Our authorised representatives observed that all staff were wearing uniforms and were friendly and courteous to us on our visit. One of our authorised representatives noted the staff were very friendly and affectionate to the residents, there was a lot of (positive) physical contact and many hugs between staff and residents throughout our stay. The staff we spoke with said they enjoyed working at the home, with one staff member saying that, compared to other staff members, they had only worked in care for a relatively short time. This staff member informed us they had received continuous training and support from management and more experienced staff, this had helped them become qualified and more confident in their role.

The manager told us that all staff are qualified in care and their continued professional development is essential. Training for staff plays a pivotal role in helping staff to maintain the high standards that have been set at Mill View.

## **Visitor and Relatives**

On the day of our visit, there were no visitors or family members in attendance at Mill View.



## Recommendations

Healthwatch Bradford & District acknowledges, the good practice, person centred care, along with the excellent environment, surroundings and facilities that we observed at Mill View Care Home during our visit. We also recognise the report reflects the appreciation residents have for the home and its staff, along with the care and support it provides for them.

In relation to the responses to our questions, based solely on information given to our authorised representatives by a resident, Healthwatch Bradford & District makes the following recommendation.

- Review the physical activity levels of residents and the frequency of the types of physical activities offered.

## Service Provider response

Non received

