



# Enter & View Report

Holt House

Visit July 2023  
Report March 2024





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## Introduction to Healthwatch Bury

This report has been produced by Healthwatch Bury.

The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. Healthwatch England is the umbrella body providing national representation of the network. We are all independent organisations who aim to help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Bury. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Bury people tell us. Our reports on various elements of health and social care in Bury can be found on our website at the following link: [healthwatchbury.co.uk](http://healthwatchbury.co.uk) or by contacting us directly using the details on the back cover.







## What is Enter & 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 gives local Healthwatch authorised representatives a legal power 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.

The aim of this Healthwatch Enter and View visit is to give relatives and carers a perception of what daily life it is like for residents living at a care home and whether the home is somewhere they would place their family member.

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 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 Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 is also available to view at: [https://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi\\_20130351\\_en.pdf](https://www.legislation.gov.uk/uksi/2013/351/pdfs/uksi_20130351_en.pdf) (legislation.gov.uk)<sup>1</sup>.

### Acknowledgements

Healthwatch Bury would like to thank the owners, Registered Manager, staff and residents of Holt House and relatives of the residents for their contribution to the Enter and View programme.

### Disclaimer

Please note that this report relates to findings observed on the specific date of the visit. Our report is not a representative portrayal of the experiences of all service users, only an account of what was observed and contributed at the time.



## Details of the visit

Date & time of visit	12 <sup>th</sup> July 2023
Date and time of pre-meeting with manager	6 <sup>th</sup> July 2023
Healthwatch Bury Representatives present	Charlotte Foster Annemari Poldkivi Shirley Waller Catherine Sutcliffe Florence Sokol Alison Slater
Duration of visit	2.5 hours

## Details of the service

NHS Trust/Organisation/Owner	The Salvation Army
Registered company address	The Salvation Army Territorial Headquarters, 101 Newington Causeway, London, SE1 6BN
Service type	Residential Care Home
Service name	Holt House – Prestwich
Service address (place visited)	Headlands Drive, Hilton Lane, Prestwich, Manchester M25 9YF
Registered manager	Julie Garrity
CQC service registration	
Types of care provided	Residential Care
Specialist care provided	Residential Care

## Purpose of the visit

The visit to Holt House is part of an ongoing planned series of visits to care homes to discover what residents and their families think about the health and social services that are provided and share examples of good working practice by:

- Observing and identifying best practice in the provision of care homes for vulnerable older people requiring social care or nursing care
- Observing residents and relatives engaging with the staff and their surroundings
- Capturing the experiences of residents and relatives

**An Enter and View visit is not an inspection.**



## Strategic drivers

We are using either some or all of the following criteria for the timing of our visits.

- Ageing population in Bury requiring care homes
- Good practice
- Length of time since the last CQC visit so that we are not placing an unfair burden on care home management and staff by having two visits in close proximity
- Where any issues of concern are raised with Healthwatch either by a resident or their carer. Residents' family and/or carers will be asked to complete a questionnaire anonymously.
- If there are specific questions of quality of care raised by Bury Council, Healthwatch Bury [as an independent body] will consider whether a visit is warranted.
- When invited by care homes to publicise good practice or points of learning
- CQC and partners 'dignity and respect strategy': <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation10-dignity-respect> <sup>2</sup>.
- Changes in management of the home

These visits are a snapshot in time, but our reports are circulated widely and can be used by care homes to acquaint the public with the services offered.


### Details of most recent Care Quality Commission visit






Find the full details on the CQC website at <https://www.cqc.org.uk/location/1-126102793> <sup>3</sup>.

## Overview

Latest inspection: 21 January 2022

Report published: 29 January 2022

Latest review: 6 July 2023 

Safe	<a href="#">Good</a> 
Effective	<a href="#">Good</a> 
Caring	<a href="#">Good</a> 
Responsive	<a href="#">Good</a> 
Well-led	<a href="#">Good</a> 



## Executive Summary

The management team at Holt House was very welcoming of HealthWatch and the Enter and View visit. They were very proud of the service being offered to their residents and were keen to share their working practice. The home boasts a team of long standing staff and although there are currently vacancies available within the home, management are keen to make sure the quality of staff stays high to ensure the best level of care for their residents.

Person centred and one-to-one care is prioritised within the home. The staff team is highly encouraged to develop personal relationships with residents and provided with time on a daily basis to spend with residents on a one to one basis. This is an excellent example of best practice and has made a positive impact on the quality of life of residents and allows staff to build meaningful relationships with the people they care for.

Holt house had a very 'homely' atmosphere. It was clean and had pleasant smells throughout. The attention to relationships, not just with residents but with their loved ones was apparent and there were displays throughout the home showing activities, working practice and information on how to give feedback. There were several communal areas for the residents to enjoy and a variety of activities available.

Residents within the home were very friendly. They spoke highly of the staff and the activities coordinator. They feel comfortable and safe in the hands of the care team and were very vocal about feeling settled and happy in their home. The feedback provided was overall very positive.

## Key findings

Holt House have an excellent level of person centred care and put the resident at the heart of every decision being made. This is a Salvation Army home which is led to Salvation Army standards, however is very inclusive and welcoming of anyone entering the doors. The one-to-one time provided on a daily basis is an excellent example of best practice and allows residents a more meaningful and supported relationship with staff.

The activities within the home have set a very high standard, with multiple events planned and the option to go out into the community with staff.

Spirituality is deeply respected within Holt house, with a Salvation Army chaplain on staff and residents offered spiritual support daily.

The manager has an open-door policy to be approachable to both staff and residents. In our time there we witnessed positive relationships between staff, management and residents.

The home was clean throughout with a structured cleaning plan in place.



## Our recommendations:

- Feedback from residents and loved ones regarding food options was conflicting. It may be positive to explore opinions on food with loved ones to see if residents are communicating their opinions effectively.
- Holt House do an exceptional job of providing activities and outings for residents. Some residents have requested more so it could be beneficial to add to the activities residents are able to access independently. Holt House do provide board games, a library and a few craft options which are available outside of activity times with staff.



Figure 1 - Example of art on display at Holt House





## Background

Healthwatch Bury utilises a Panel to oversee and provide a decision-making process for choosing what health or care setting to conduct an Enter and View visit to. This panel consists of two Healthwatch Bury board members, two members of the staff team (including the Enter & View lead) and a volunteer (or lay person).

In this instance, Holt House was identified as a local facility that had received a 'Good' rating on its last Care Quality Commission inspection with reviews of the home giving a largely positive impression of experience of care. We felt an Enter & View visit could provide insight and clarity to the public and stakeholders as to the reality of service delivery within the home, the actual person-centred experience of care being received and an opportunity to listen to the home staff and management themselves of how they have consistently worked to a high standard and any issues they may face from the local care and health system.

### Further context:

#### Reviews of Holt House Care Home on carehome.co.uk

<https://www.carehome.co.uk/carehome.cfm/searchazref/10003502HOLA>

#### Reviews of Holt House Care Home on trustedcare.co.uk

<https://www.trustedcare.co.uk/home-care/holt-house>

#### Google reviews of Holt Care Home

[https://www.google.co.uk/search?q=holt+house+prestwich&sca\\_esv=555819424&sxsrf=AB5stBhMm9WmNV3WLeAT2898VjiMxSHcRA%3A1691738817714&ei=weLVZlYeK5OxhbIPjvWzgAl&gs\\_ssp=eJz4tFP1zfMSDY0yM6tMDRgtFI1qDCxME9KTEs2MjE0MDROtkixMqgwM7ZMTrQwSTRJTEk0Mjcy9hLJyM8pUcjlLy1OVSgoSi0uKc9MzgAAJPwW2g&oq=holt+house+pres&gs\\_lp=Egxnd3Mtd2l6LXNlcnAiD2hvbHQgaG91c2UgcHJlcyoCCAAYDRAuGK8BGMcBGloFGCcyCxAuGIAEGMcBGK8BMgYQABgWGB4yCBAAGloFGIYDMggQABiKBRiGAzIIEAAYigUYhgNlnSjQ6AhYyxVwAXgBkAEAmAGhAaABtwyqAQM3Lji4AQHIAQD4AQHCAgcQlxwAxgnwgIKEAAYRxiWBBiwA8ICBxAjGIoFGCfCAgQQlxgnwgIHEAAYigUYQ8ICDhAuGloFGMcBGK8BGJECwglIEAAYigUYkQLCAg0QLhiKBRjHARjRAXhDwglIEAAYgAQYsQMYgWHAQg0QLhiKBRjHARivARhDwglIEHC4YigUYQ8ICERAUgIAEGLEDGIMBGMcBGNEDwglIEAAYigUYsQMYQ8ICDRAuGBQYhwlySgMYgATCAg0QLhiKBRixAxiDARhDwglIEAAYgATCAgUQLhiABMICDRAUgK8BGMcBGloFGEPcAgQLhivARjHARIABOIDDgAIEGIBgGQBgo&sclient=gws-wiz-serp#lrd=0x487bafc241013c8d:0x639ca84a4ada2723,1,....](https://www.google.co.uk/search?q=holt+house+prestwich&sca_esv=555819424&sxsrf=AB5stBhMm9WmNV3WLeAT2898VjiMxSHcRA%3A1691738817714&ei=weLVZlYeK5OxhbIPjvWzgAl&gs_ssp=eJz4tFP1zfMSDY0yM6tMDRgtFI1qDCxME9KTEs2MjE0MDROtkixMqgwM7ZMTrQwSTRJTEk0Mjcy9hLJyM8pUcjlLy1OVSgoSi0uKc9MzgAAJPwW2g&oq=holt+house+pres&gs_lp=Egxnd3Mtd2l6LXNlcnAiD2hvbHQgaG91c2UgcHJlcyoCCAAYDRAuGK8BGMcBGloFGCcyCxAuGIAEGMcBGK8BMgYQABgWGB4yCBAAGloFGIYDMggQABiKBRiGAzIIEAAYigUYhgNlnSjQ6AhYyxVwAXgBkAEAmAGhAaABtwyqAQM3Lji4AQHIAQD4AQHCAgcQlxwAxgnwgIKEAAYRxiWBBiwA8ICBxAjGIoFGCfCAgQQlxgnwgIHEAAYigUYQ8ICDhAuGloFGMcBGK8BGJECwglIEAAYigUYkQLCAg0QLhiKBRjHARjRAXhDwglIEAAYgAQYsQMYgWHAQg0QLhiKBRjHARivARhDwglIEHC4YigUYQ8ICERAUgIAEGLEDGIMBGMcBGNEDwglIEAAYigUYsQMYQ8ICDRAuGBQYhwlySgMYgATCAg0QLhiKBRixAxiDARhDwglIEAAYgATCAgUQLhiABMICDRAUgK8BGMcBGloFGEPcAgQLhivARjHARIABOIDDgAIEGIBgGQBgo&sclient=gws-wiz-serp#lrd=0x487bafc241013c8d:0x639ca84a4ada2723,1,....)

### Holt House

Headlands Dr, Prestwich, Manchester

4.4 ★★★★★ 7 reviews



## Methodology

This was an announced Enter and View visit.

We contacted the home explaining our reasons for the visit as well as our role in statutory oversight and quality assurance. We supplied posters to alert our visit to staff, residents, and family members that we would be visiting to make them aware and give them the opportunity to prepare any question or get in touch with us beforehand if necessary.

We met with the Registered Manager prior to the visit and provided them with information about Healthwatch Bury and what an Enter and View visit involves.

We provided a questionnaire for residents' families and carers, which they could use to respond anonymously directly to Healthwatch Bury (please see Appendix B). As these visits are not inspections, we framed our questions in such a way that they reflect how residents, and their carers feel about the quality of service on.

We also took the time to observe governance arrangements to see how the home is run and assessed whether we feel it meets standards the public should expect.

We looked at local intelligence, including CQC reports. The CQC inspected the home in January 2022 and gave an 'Good' rating. Please see the Strategic Drivers section of this report for more information on this.

We were guided by staff on the residents whom we could approach to answer our questions.

We talked with 5 residents, 8 loved ones and 5 members of staff.





## Information about the home

Holt House is a Salvation Army home which provides personal care and accommodation for up to 32 people, some of whom are living with dementia. It has a staff team who are available around the clock.

## Arrival, environment, and building

First impressions of the home were positive. The CQC registration was displayed and there were sanitation jells available for visitors. Masks are no longer necessary, so they were no longer provided but could be requested. There was a sign in book, and safety information displayed as you walked in. As well as information for loved ones and visitors in how to raise concerns if they have any. Staff were friendly and welcoming when they greeted you and as you walk through the main door the home appears fresh, bright and with a pleasant smell.

The toilets were indicated by a bright red colour on the door (figure 2). As you walked through the entrance, the halls were open and the main communal area visible. The bedroom doors had all been individualized with the residents names on their doors to indicate which room was theirs and a memory box at the side which included photos of the resident and memory items. The use of salient visual cues may help older adults with and without Alzheimer's disease to find their way more effectively (Davis, 2016). This speaks to the person-centered focus of the home and a desire for residents to 'feel at home' within Holt House.



Figure 2 – Toilet door within Holt House

The home has an open-door policy to allow residents to speak to the manager and they have an activities coordinator who offers a variety of different activities throughout the week. The home also has chaplain Duncan on staff, who spends time with the residents daily and will visit them in hospital if a resident is taken in to offer support. The home is also inclusive in their activities and plan things such as family activity days and fun days where loved ones are able to come to the home and enjoy a day of activities with the residents. Arts, crafts and activities can benefit residents' health, wellbeing and quality of life as highlighted in research by Curtis et al (2018).

Holt House is very proud of the relationships they maintain with the residents and put a lot of effort into their emotional wellbeing. Staff are allocated one-to-one time each week. This involves them being taken off the home floor, so they are available to spend this time with residents. This time can be spent any way the resident would



like. This is an excellent example of best practice. Person-centered care is often described as an ideal way of preserving a vulnerable persons' wellbeing and dignity and is an essential component of quality-care delivery. Working in this way allows the resident to be treated 'more like a person' (Helgesen, 2020). Bowers et al.(2000)



Figure 3 – Bistro Area Holt House

found that staff delivering the day-to-day care of residents, described the quality of this care in terms of the of relationships they were able to develop with residents. This quality one on one time with residents will improve their quality of life and allow them autonomy over how they spend their day. Bradshaw et al (2012) highlighted a need for residents to hold a certain level of autonomy to have positive experiences living in a care home setting. Grauet al.(1995) also found that residents often described their relationship with staff in terms of the way care was

provided, with a good relationships inferring a good standard of care. Suggesting that prioritising building and maintaining relationships between carer and resident to be a key variable in how care can be perceived from both sides. Taking this time encourages person centred care and a better quality of life for the resident being cared for.

They also have a 'resident of the day' who then has the opportunity to go out into the community with a member of the team. This could be for food, shopping or for something that interests them such as the football museum, which one resident thoroughly enjoyed recently. Golf clubs, local parks and coffee shops are also visited on a regular basis depending on what a resident chooses to do with their time. They also provide reminiscence groups and entertainers who perform songs from their youth.

The home has a very welcoming feel to it and the residents seem happy and keen to engage with staff and visitors. The home was warm and there were different communal area options available depending on a resident's needs. Some are quieter than others to allow all residents to feel comfortable outside of their rooms. Including



Figure 4 – Outside Area Holt House

a Bistro area and a mini library reading area. However, the main communal area is available for socialising and activities should the resident feel happy to engage. In a study by Mattiasson & Andersson in 1997, they reported that elderly care home residents held a lot of value in the relationships they held with other residents and the significance of this social interaction on their quality of life. Holt House encourages





community spirit not only through activities and a shared communal space but also through spirituality and worship.

Holt House is a Salvation Army Home and is run by Salvation Army values. They have a chaplain on staff who engages with the residents daily and will offer support and religious service at the home for those who wish to engage. There is however, no pressure to be involved or to share the same faith. The home is proud of their inclusivity and will work to allow any resident from any background to feel at home. This works on a person by person basis. For example, the management team have welcomed steel bands and different cultural dishes such as Jamaican curry. They have a Catholic priest who comes into the home and have visited Ukrainian churches also. The chaplain also liaises and has regular contact with other religious leaders in order to share



Figure 5 – View of Holt House Grounds

information and better support people of alternative faiths. The use of spiritual comfort services can effectively reduce and alleviate the adverse mental health symptoms of older people and improve their quality of life, as found in a recent study by Dai et al (2023). It also supports an individual's human right under section 9 of the Human Right Act 'Everyone has the right to freedom of thought, conscience and religion'.

The home was warm, clean and easy to move around. The outside environment is large and holds a lot of potential for use at times of the year where it is more suitable



Figure 6 – Dining Area

for being outside. They have adapted the area so it is practical for anyone living with mobility issues and there are seating options for residents to be able to relax and spend time outside. There is also a conservatory area where residents can choose to spend time which is next to the main lounge area.

The residents all appeared clean, groomed and happy in the home. There are all structured handrails in the bathroom and alarms throughout the home. There are picture boards displayed throughout the home

which show the residents conducting activities and messages from loved ones. Adding a personal and homely touch to the home.

Holt House prides itself on speaking to residents and loved ones on a regular basis to receive feedback. Although there have been some comments around residents enjoying the food from their loved ones, Holt House does conduct a monthly and quarterly quality audit and does take feedback from residents on a regular basis. They arrange taster days when they are introducing new food and as a result of



feedback from residents, do a takeaway night and days with afternoon tea on occasion. They also have a 'Resident Representative' who collects the opinions of the residents and shares them with management on a weekly basis.

Loved ones have expressed how welcome they feel when they visit their loved ones. With no limitations on time they allow them the flexibility to visit when they can, improving the quality of life of the residents. Families are welcome to eat with their loved ones when they visit at meal times, they are invited to bring their pets with them also and have a choice of environments when they do visit. Families and staff have complimented the management on being available to speak to loved ones around the care provided when they visit, and Holt



Figure 7 – Library Area



Figure 8 – Conservatory

House provides family members with memory books. These document their time at Holt House, their activities and other memories. Loved ones are also involved within the care of their loved ones should they choose to be. Any medical appointments they are asked if they would like to attend however, staff are available to accompany them if not and they are never left alone leaving the home. Research conducted into the relationships of loved ones and carers have found that families believe they hold an equal responsibility in ensuring their loved ones physical and mental care needs are met (Dempsey & Pruchno 1993). Communicating effectively with the family and loved ones of the resident has been shown to demonstrate personal caring and supported meaningful relationships between staff and family (Duncan & Morgan 1994). This promotes a high level of personalized care and person centered working within the home and can help ensure family are confident in the care their loved one is receiving.

Staff also reported being encouraged to build and maintain relationships with family and loved ones and to share information regarding their care. In relation to the social and psychological factors involved the fulfilling of a residents needs, a person-centered approach in a care home settling is important, and this person-centeredness should also include the relatives of the residents. The quality of the interaction with care staff and the activities that are being conducted deserve attention in daily practice and offer a means for improving the sense of home (Rijnaard et al, 2016).

The home holds a lot of value in activities and their activities coordinator puts a weekly schedule together in advance, so the residents know what to expect. From



exercise classes to keep them active, to bingo, singing and worship. They also have days where people from outside the home come to visit. For example they have



Figure 9 –Dink Station and Menu

had people from a local petting zoo visit with a few animals which the residents enjoyed greatly. Holt house offers a variety of activities so everyone will have something they like. They also have activities such as dominos, knitting, reading, board games and films which are available at all times depending on a resident wants and needs. If someone is unable to participate as they are in their room, staff use their one-to-one time to include them.

The manager was very approachable and professional with an in-depth working knowledge of each resident in her home. She has formed personal relationships with all residents and staff on her care team and was praised highly by them. The staff were keen and passionate to speak to us during our visit and shared how they are continually aiming to provide best practice. They are provided with regular training and often choose to do extra training that the home provides. They regularly test the equipment used and gather feedback daily while working with the residents. The home can boast long standing staff who all have a deep understanding of person-centered care. They also have work placements from local colleges and volunteers that also visit.

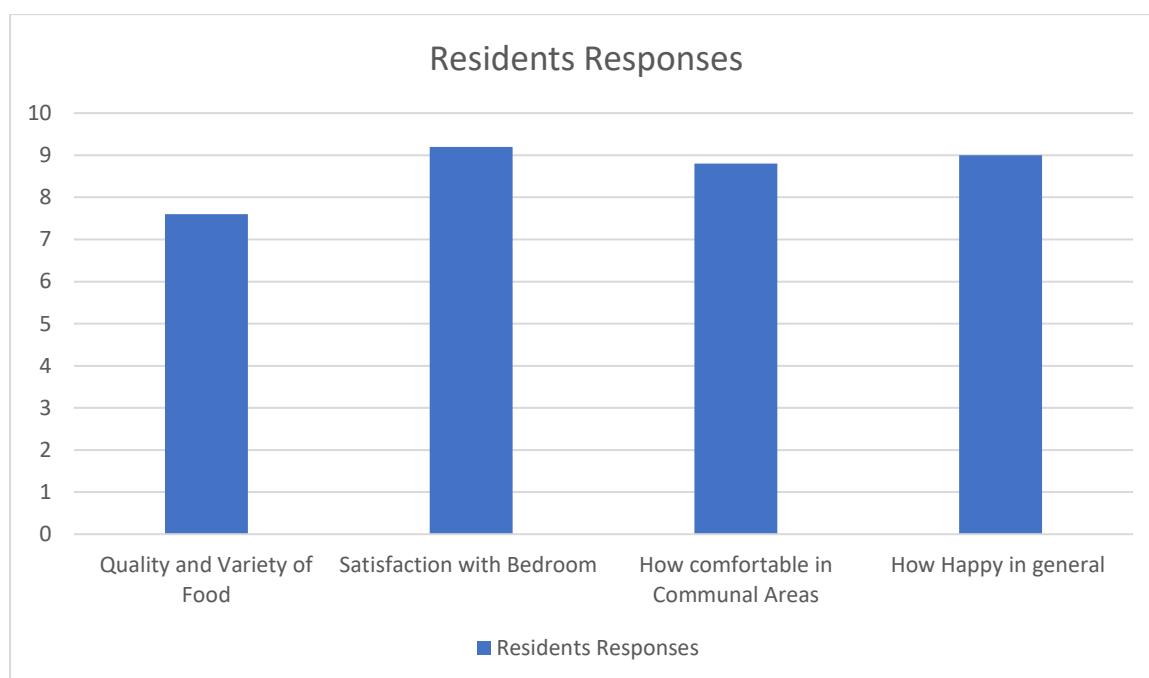
All residents are registered with the same GP however, if they choose to stay with their family GP the home will accommodate this. The GP will come out to the home on the same day and is reported to have good relationships with the residents. All other healthcare is arranged through the home also on request such as dentists,



## Interviews with residents:

While visiting Holt House we had the opportunity to speak to five residents who were happy to share information of their experience within the home.

### Wellbeing



When asked if the residents were happy with the food provided within the home they gave an average rating of 7.6 out of 10. Some comments were made about the food quality being a bit 'up and down' however, the management and care team have been collecting feedback from the residents around their preferences around meals and have been making changes to facilitate. For example, the residents expressed that they would like warm options at lunch time and the home now provide this.

All residents expressed being very happy with their private room and the freedom they have to decorate and move furniture around to where they would like it. Comments have been made about residents enjoying the option of privacy and their own personal shower and toilet.

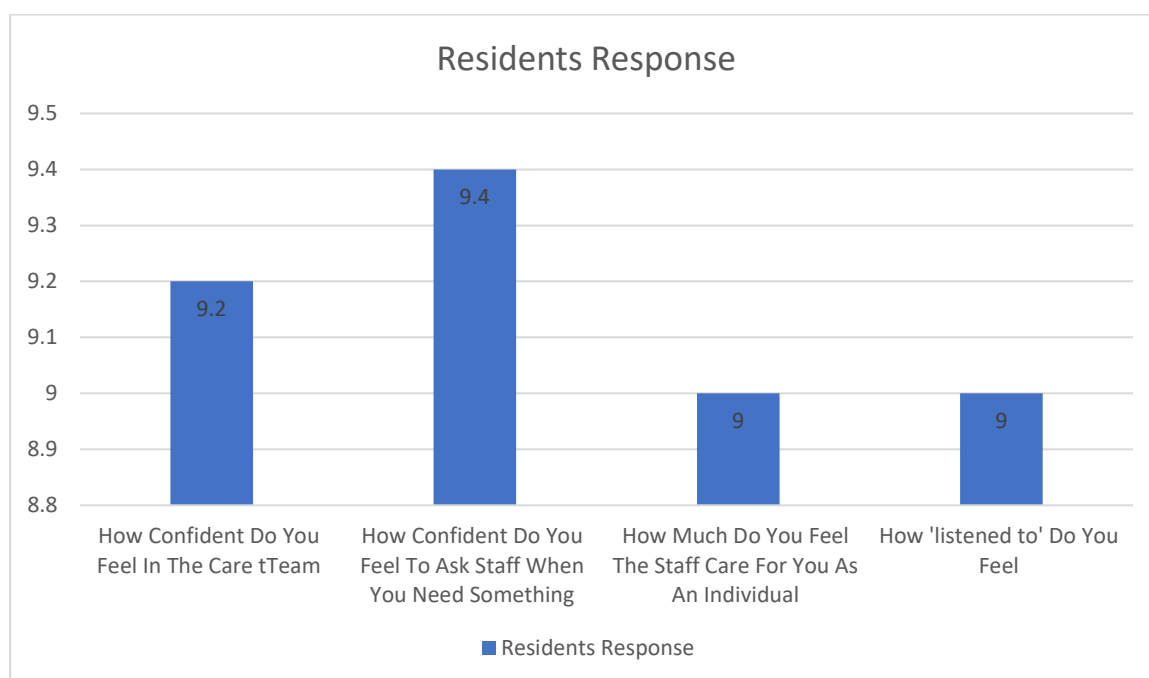
All residents reported feeling comfortable within the communal areas with an average score of 8.8. Residents explained that they have options with regards to communal areas and if they don't feel up to sitting in the main room, they have smaller social areas they can use such as the bistro.





When residents were asked how happy they were in general they gave an average score of 9. Residents shared they were very happy within the home, that they feel respected and that the staff are kind and attentive with a high level of gratitude for the friendships they have formed while in the home. Residents also shared how safe they feel within the home. One resident came to Holt House after suffering a fall and being left for 10 hours in a different home. They explained how the staff have helped them to settle and feel confident and safe in their care which speaks to the patience and high level of person-centred care, sensitively offered within the home.

## Care



Residents all expressed feeling very confident and safe within the care of the team at Holt House. They are all very aware of the complaints procedure and have shared that the team will assist them in making a complaint when needed and will offer support afterwards. They expressed how important the relationships with staff are and the high levels of dignity and respect offered within the home and person care. All residents expressed feeling genuinely cared for by the team and that they always have time to listen to them. One resident did give a slightly lower rating to the others due to an incident where she attempted to help a resident off the floor and being told to stop. This however does highlight how the team at Holt House take the health and safety of residents seriously as this situation could have potentially put the resident at risk by attempting to help someone up.

Residents spoke of feeling close to their care team and enjoying the one-to-one support they receive on a daily basis. Although they do not have the same carer every day as this is not possible on a working rota, they have good relationships with all staff and are happy with the support offered.



## **Daily Routine**

When asked about their daily routine all residents were happy. Due to the individual needs of the residents it can be a challenge to find a routine which suits everyone, however Holt House residents have reported appreciating not only the consistency provided by their staff team, but the flexibility offered also. An example of this would be breakfast time. One resident explained that they like to wake up at a different time each day and the team respect this and provide breakfast at a time to suit the resident, even if that time changes on a daily basis.

All residents spoke of the food and how attentive the staff are with snacks and beverages. There is a help yourself fruit and juice station available at all times in the dining area, but they also come round the residents several times a day to offer hot beverages. If residents find themselves wanting a hot beverage outside of these rounds, they are happy to ask the team who they report provide them with the beverage very quickly.

Residents also praised the activities available and their ability to leave the home for recreational purposes. Throughout our conversations with the residents within the home, it was clear that that the close personal relationships to the staff team and their sense of safety were very valuable and contributed greatly to the residents quality of life and general happiness within the home.

## **Safety**

No concerns around safety were raised by the residents. They all highly praised staff availability as this helps greatly with their freedom of movement. Residents are given all tools needed if aid their mobility when needed and they are supported by a member of staff whenever they leave the home. A couple of residents spoke about their daily walks for exercise and are happy that staff have the availability to come with them. No just for their safety but for their overall well-being, mobility and fitness. They are also accompanied when they go out for more recreational activities. For example shopping trips and pub lunches.

The alarm bells offer a high level of comfort to the residents as well as the reassurance that staff respond very quickly when they are needed.

## **Fundamentals**

All residents shared that they are able to bath daily be that shower or bath. The support offered with person care depends on the resident. Some require assisted personal care, though residents have shared that staff will supervise for safety but



turn around allowing them privacy if they are able to do the majority themselves. Residents with full mobility are able to shower and bath when they like unassisted.

All residents were happy with the flexibility of visiting hours and that their loved ones are free to visit at any time, with the option to go outside of the home if they choose.

Having regular service within the home was also highly praised. For example, a doctor comes regularly to check on residents' health, they have a hairdresser attend weekly and all other needs such as laundry are taken care of. A couple of residents informed us that clothes sometimes get mixed up in laundry, but they understand why, and the home are doing their best to stop this happening.

## **Inclusion**

Residents expressed feelings of inclusion throughout the visit. There are many activities available at Holt House, as well as trips out. A couple of residents shared that where as they were not engaging in the exercises offered by a man who visits, they were still able to be involved and would watch or choose to do something else such as sewing or knitting. Board games are available for the residents outside of activity times, which they enjoy doing together and they all enjoy being able to go out into the garden when the weather allows.

They enjoy the time spent with the carers and the day trips they are taken on as well as going shopping. They do wish this was more available, but they also understand that every resident needs one-to-one time, so they need to share the time or the care team among them.

Residents also expressed great value in the friendships they have formed within the home and the support offered. Even though this is a Salvation Army home, there is no pressure to engage in the faith and the chaplain, Duncan is very engaging, offers support regardless and never pressures them.

## **Staff interviews**

While conducting the Enter and View visit we were able to speak to five staff members regarding their experience working within Holt House.

### ***Does each resident have a named carer/ nurse? Does that person see the individual residents each day?***

Staff confirmed that they do have two residents whose care they are responsible for, but this is regarding personal quality time. Due to the Rota system, it isn't possible to see the same carer each day. Staff did speak of slight staff shortages but generally staff retention is high with staff being here 8 to 18 years. They all expressed an



appreciation for their job and found it very rewarding. They enjoy their quality time with the residents and even if the resident is unable to engage fully, they will always try to include them. For example, one resident is unable to get out of bed, so they do her hair and nails in her room and still make sure she gets a high level of personalized care.

***Does the member of staff feel they have the resources to do the job properly?***

All staff felt they have the right resources in order to do their job effectively. They all shared that the Salvation Army are 'a good employer' and they spoke highly of the management and chaplain there to support them. Core training is provided and there is the flexibility to do training online. They spoke of being encouraged to do any extra training they were interested in also.

***Do they get time in the day to sit and chat with the residents?***

Staff do feel that the home encourages them to sit and talk with residents, and that they all receive 'quality time' which is 2.5 hours per week one-to-one with a resident. They all highlighted the importance of relationships with the residents and the opportunity to know them on a personal level. This allows them to anticipate if they would like to get their hair and nails done or visit a football museum for example. They also shared that the garden has had some work done recently and they have enjoyed spending time with residents in that environment. They also like to put on family events to get to know residents and the people close to them better.

***What makes them proud to work at the home? How long have they worked here?***

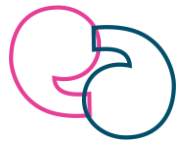
All staff members were very proud to be part of the care team at Holt House with one team member stating 'I would put my mum here'. They all feel the management team is very supportive and they are encouraged to work in the best interest of the residents. They are proud of the work they do and the difference they make to the people around them.

***Are they encouraged to speak to the family and loved ones of the residents frequently about their progress?***

Yes. The chaplain speaks to family members on a regular basis and if a resident is in hospital for example, he will go out of the home to visit them and offer the same support they would receive if in the home.

They will always reach out to family members and inform them of any appointments to see if they would like to attend with them. If not, a member of staff is always available to offer support.





***Have they attended a residents meeting? When was that?***

Resident meetings are held each month. One in the afternoon and one in the evening because they would like to encourage family to attend. They are able to take part if they are available.

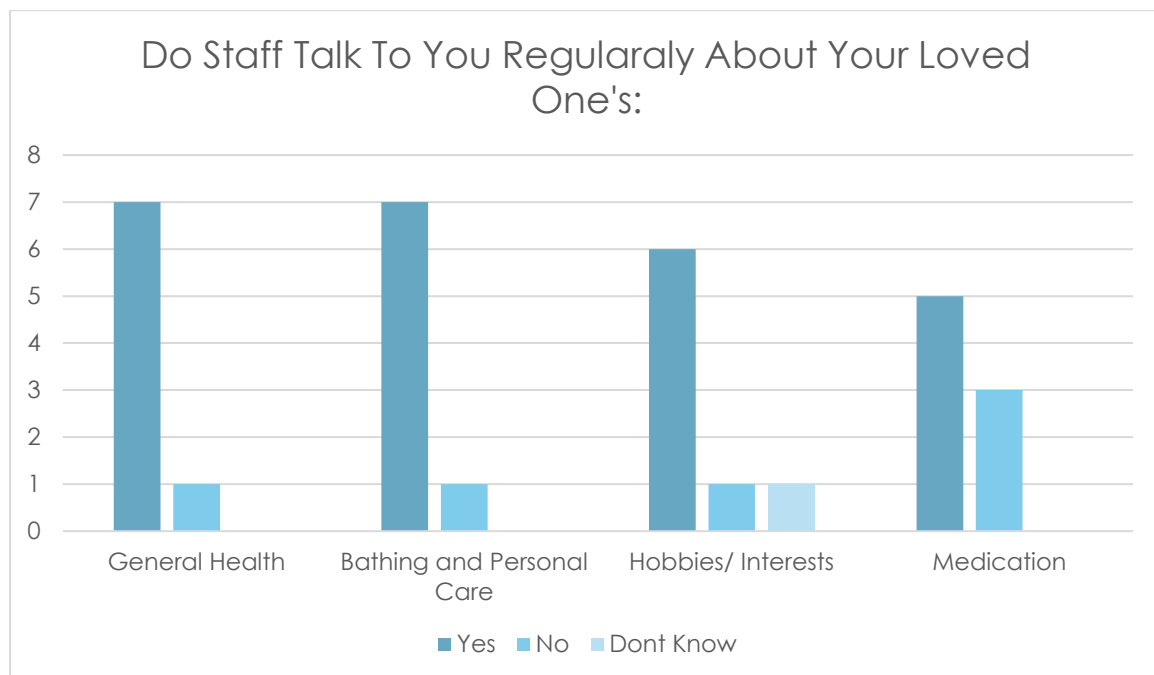
***What do they think the home could do to improve the residents quality of living?***

When asked this question all five staff members expressed feeling very happy with the way the home is ran and couldn't offer any suggestions in how to make things better.

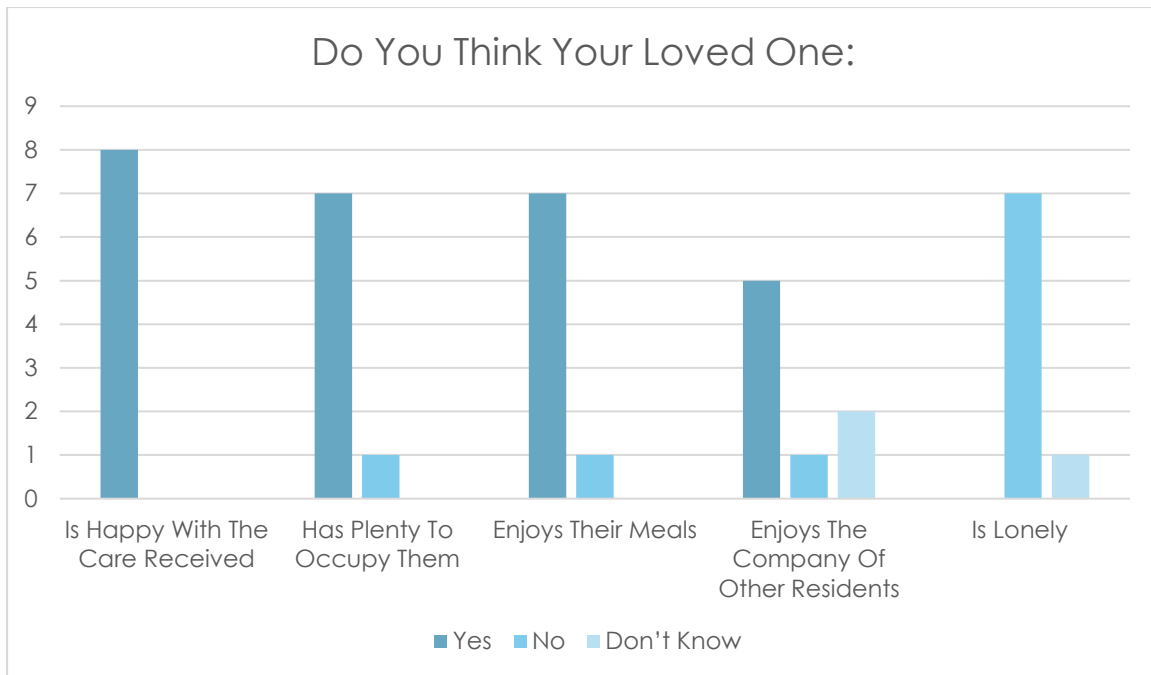
While speaking with the staff at Holt House they all spoke highly of their role and the impact of their work on the residents. Staff have been there for many years and staff retention within the home is impressive, allowing for better more substantial relationships between carer and resident.



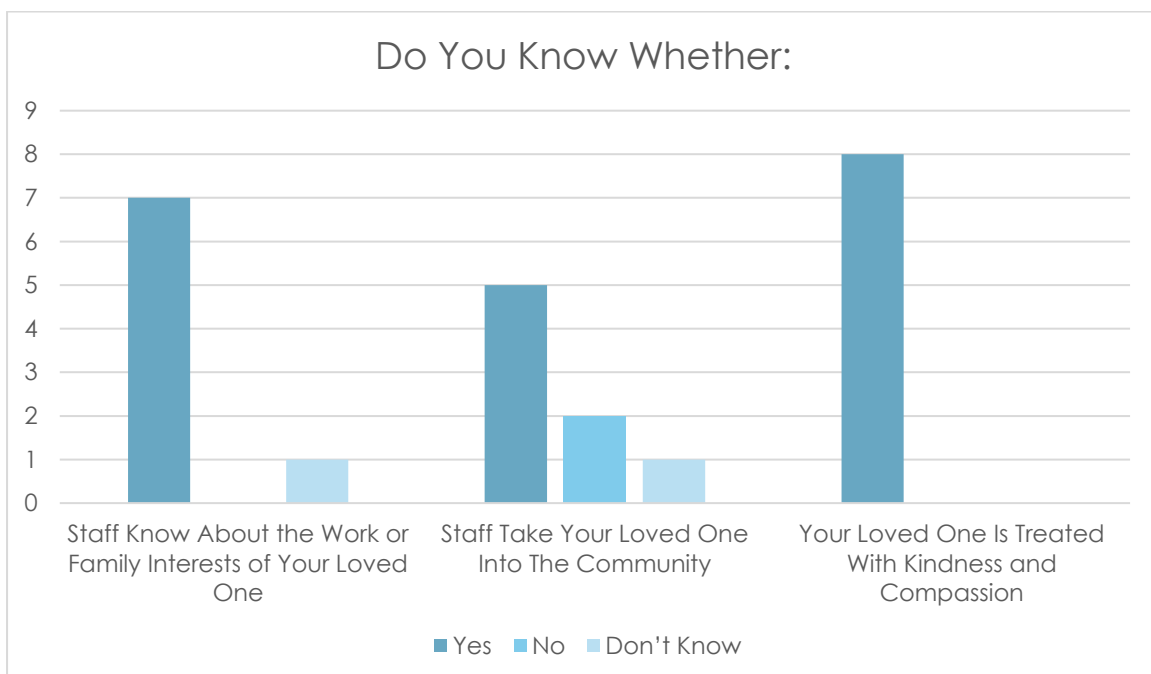
## Results from the family and carer questionnaire



There is a high level of communication between the home and the loved ones of the residents. Many commented on being able to call the home at any time to get information on their loved ones care and staff are available when they are visiting to speak with them also. One response did state that their loved one didn't like the food at times and sometimes they are provided with the wrong cup, leaving their loved one wet. This could highlight a potential need to discuss with relatives who are not so forthcoming with questions, the reasons why.



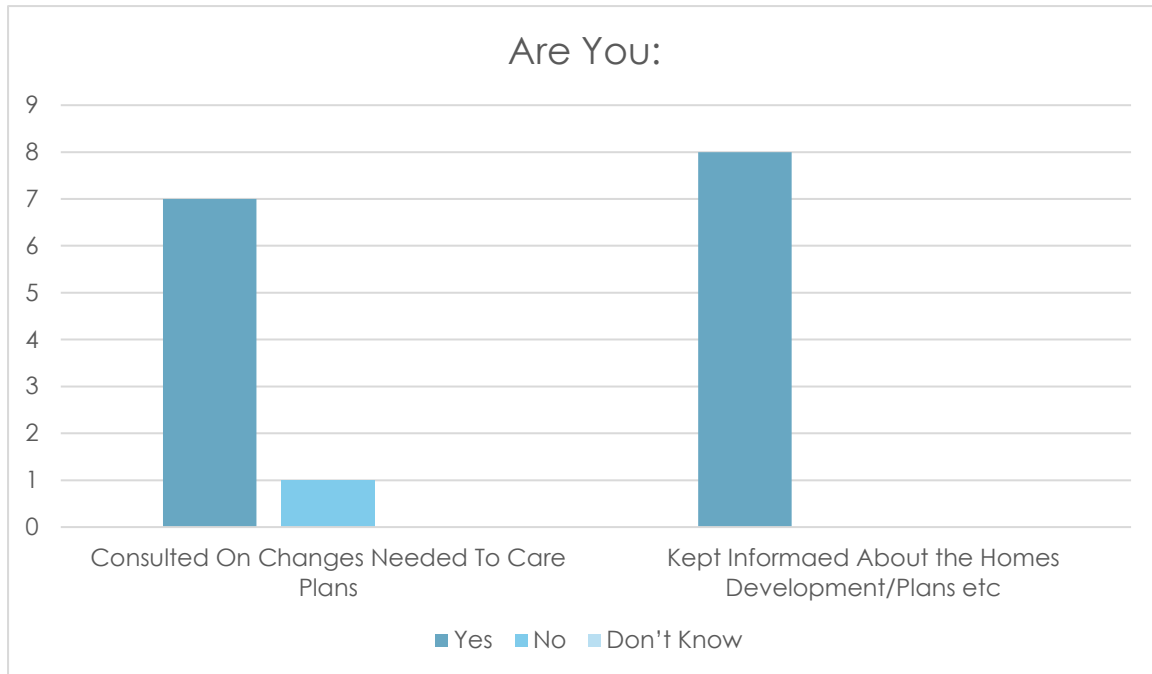
Every respondent to the questionnaire believes their loved one is happy in their home at Holt House, with no concerns raised about feeling lonely. They also commented on how approachable and inclusive the staff are not only when they visit but when they contact the home outside of these.



All respondents were confident in the care and compassion showed to their loved one by Holt House. There are a couple of residents who are not taken into the



community but this is due to mobility issues and comments were made that when the team were able the did. There is also a high level of personalised care highlighted in the knowledge the home holds about a residents interests and family.

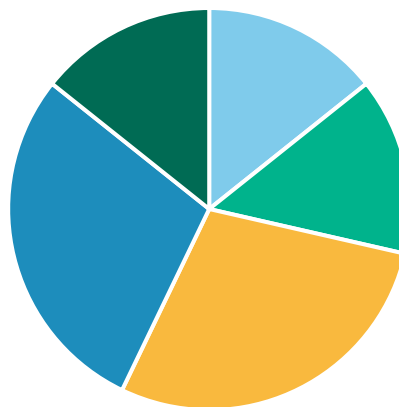


The response to this question really highlights a focus on communication from the home. All loved ones reported being consulted about any changes, apart from one whose loved one had only been residing in the home for 1-6 months and had likely not received any changes to their care plan. Loved ones all reported being updated on the progress of the home.





## How Long Has Your Loved One Lived At The Home



■ Less Than A Month ■ 1-6 Months ■ 6-12 Months ■ 1-2 Years ■ 2-5 Years ■ 5+ Years

There are a variety of placements available at Holt House from permanent residence to respite care so the amount of time each resident has been within the home fluctuates.

When asked if they would recommend the home to others 100% of the respondents said yes. The home was also given an average rating of 9.6 out of 10 from the relatives and loved one's questionnaire, with 6 of the 8 respondents giving Holt House a 10.

### **Other Comments:**

“ Holt House is a great care home. The fact that its small and has had stability of management and staff is key in my view. Relationships have been built over time and I trust the management. It was a very emotional decision when my dad decided to move in, the responsiveness and support is excellent – especially during covid. The salvation army values also helps it create a home away from home ”

- Anonymous respondent (July 2023)

“ In September last year I was injured in a garden accident which meant I was hospitalised for a number of months. I was at that time a carer for my wife, who has dementia and was found a place at Holt House. The thought of my wife being in a care home I found quite distressing, but when I had recovered to a certain extent, I visited her there and after that visit was delighted with the care she was and is receiving. The staff are brilliant from top to bottom. The patience and care they provide in all areas is excellent. I call on most days and they update me on how my



wife is getting along and not just the ups but the occasional downs also. They treat me as a friend and not just another visitor and if the residents are having tea and cake then so am I. In conclusion I would wholeheartedly recommend Holt House to anyone who needs a safe haven for a loved one. ”

- Anonymous respondent (July 2023)

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## Appendix 1 – Family of residents questionnaire

# Questionnaire for relatives & friends

### What is Enter and View?

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users and their families and carers on premises such as hospitals, care homes GP practices, dental surgeries, optometrists and pharmacists.

We have a programme of visits in place which we agree with the CQC (Care Quality Commission) and Trafford Metropolitan Borough Council.

We are visiting **/holt House on the 12<sup>th</sup> of July 2023** to gather views of staff and residents and we would now like to seek your ANONYMISED views on the care provided for your loved one.

The anonymised feedback we receive will help us paint a picture of care homes in Trafford and enable us to make suggestions as to how improvements can be made.

We will gather together all relatives/carers views and provide ANONYMISED feedback to the care home. If you could please return your completed questionnaire by **29<sup>th</sup> July 2023** we would be very grateful.

Please DO NOT provide ANY personal identifiable information about yourself or your loved one in your responses so that confidentiality is observed.

## Want to help improve health & care? Talk to your local Healthwatch





## 1. Do staff talk to you regularly about your loved one's:

General Health?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Bathing and personal care?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Hobbies/interests?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Medication?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know

## 2. Do you think that your loved one

Is happy with the care received?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Has plenty to occupy them?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Enjoys their meals?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Enjoys the company of other residents?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Is lonely?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know



### 3. Do you know whether:

Staff know about the work or family interests of your loved one?  Yes  No  Don't know

Staff take your loved one into the community (shops/libraries, local events etc.)  Yes  No  Don't know

Your loved one is treated with kindness and compassion?  Yes  No  Don't know

### 4. Are you:

Consulted on changes needed to care plans?  Yes  No  Don't know

Kept informed about the home's developments/plans etc. (i.e. Carers/residents meetings)?  Yes  No  Don't know

### 5. How long has your loved one lived at the Home?

Less than a month

1-6 months

6 – 12 months

1 -2 years

2 – 5 years

More than 5 years





Please add in any other comments or observations you would like to make in the box below, you will find further space at the back of the form.

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**Would you recommend this home to anyone else?**

Yes       No       Maybe



**Overall, on a scale of 1 to 10, how would you rate this home?**

(with 1 being very poor and 10 being excellent)

\_\_\_\_\_ out of 10

Please use the space below to continue your answers, or to make any further comment

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*Thank you for taking the time to fill in this questionnaire.*

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## Contact us

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If you require this information in an alternative format,  
please contact our office via the details below.

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