



Enter and View Report

Daisy Nook House Care Home

February 2025

Report details

General information about the service

Name and address of the Care Home:	Bamburgh Drive, Ashton-under-Lyne, Tameside, Greater Manchester, OL7 9SX
Type of Care:	Residential and dementia care.
Number of Residents:	40
Description of Facility:	Situated in a residential area of Ashton Under Lyne Daisy Nook House is a 40 bed care home with several sitting rooms, dining areas and gardens. All living areas are easily accessible by wheelchair. The home is ran by HC One.
Care Quality Commission Rating:	Good. The report can be viewed: Daisy Nook House - Care Quality Commission

Details of visit

Visit date and time	13/02/25 - 10:30am
Healthwatch Tameside Enter and View Representatives	Ayesha Khatun Imogen Shortall Karen Whitworth Glynn Goodchild

Acknowledgements

Healthwatch Tameside would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

This report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

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Introduction

About us

Healthwatch Tameside is the independent consumer champion for health and care. It was created to listen and gather the public and patient's experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community-based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every local authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role Healthwatch Tameside has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using those services.

What is Enter and View?

Local Healthwatch representatives carry out Enter and View 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 2012 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 Tameside 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 our safeguarding policies.

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.

Purpose of the visit

The purpose of the visit was to:

- Observe the environment and routine of the venue with a particular focus on how well it supports the dignity of residents and their independence.
- Speak to residents, family members and carers about their experience in the home, focusing specifically on the care and any treatments provided.
- Give staff an opportunity to share their opinions and feedback about the service.

The questionnaires and observations were based on eight care quality indicators developed by the national charity, Independent Age. These were:

- Have strong, visible management.
- Have staff with the time and skills to do their job.
- Have good knowledge of each individual resident and how their needs may be changing.
- Offer a varied programme of activities.
- Offer quality, choice and flexibility around food and mealtimes.
- Ensure residents can regularly see health professionals such as GPs, dentists, opticians, or chiropodists.
- Accommodate residents personal, cultural and lifestyle needs.
- Be an open environment where feedback is actively sought and used.

Executive summary of findings

Daisy Nook care home provides a pleasant environment for residents. All areas of the home are clean and residents rooms made to feel homely and personal with 'memory boxes' outside.

Most residents at Daisy Nook live with dementia and have limited ability to communicate. During our observations residents seem to be content and settled and staff were empathetic and caring towards them. Residents we spoke with told us they have a say in how they like to be cared for, and staff cater to these requests.

Most staff at Daisy Nook have been there a long time, and as a result have created meaningful relationships with residents who are familiar with their needs. There is evidence of ongoing training for staff and a good system in place to monitor residents health. Staff told us the manager and deputy manager are very approachable and they seem to feel well supported.

The activity programme is well thought out and tailored to residents interests and hobbies. Theme days and festive seasons are celebrated.

Family members were very complementary of the care provided at the home, describing the compassionate approach of staff.

Methodology

Prior to the Enter and View taking place

We informed the care home of our intention to conduct an Enter and View visit a number of weeks beforehand. An intention to visit (though not the date and time), the purpose and structure of the visit were clearly shared with the provider in writing.

A key contact was identified from the service provider and a schedule for the day was put together with their input, taking into consideration mealtimes, visiting times for carers and families etc.

The provider was contacted to see if there were individuals who should not be approached or were unable to give informed consent and a comprehensive risk assessment was completed.

We asked the provider to display a poster with details of the Enter and View visit and copies of Family, carers and friends questionnaires were left at the home to return via FREEPOST.

During the visit

The visit was carried out over the course of two hours. The visit date and times are shown on the front cover of this report. During the visit Healthwatch Tameside representatives spent time talking to the staff and residents using an agreed set of questions.

15 Interviews and observational methods were used to give an overview of this service from a layman's perspective. This data was recorded using standard observation sheets and questionnaires developed by Healthwatch Tameside.

Authorised representatives spoke to 5 residents and 2 relatives and conducted short interviews about their experiences of the service using guided questionnaires. 3 surveys from family, carer and friends were received in the post. 5 members of staff and management were also interviewed.

Following the Enter and View Visit

Immediately following the visit, initial findings were fed back to the provider and other relevant parties. This report was produced within 29 working days of the visit. An initial draft was circulated to the service provider to enable a response. The service provider was obliged to acknowledge and respond within 20 working days of receipt of the draft report. The response from the provider is included at the end of this report.

Results of the visit

Observations

Location and external environment

Daisy Nook House is located in a quiet residential area and is easily accessible, close to local shops and amenities. There is clear signage and an easy level lit-up doorbell on the outside of the building. On the day there were multiple parking spaces with marked disabled parking bays. The building is on one floor and all areas are wheelchair accessible.

The large patio garden area is easily accessible from multiple areas of the home and is well maintained with designated smoking areas. The garden has seating to enable socialising and gazebo's. There are hanging baskets and planters with flowers and vegetation for residents to get involved with gardening activities.

Internal environment

On arrival representatives were welcomed by a member of staff and were given a brief tour of the building and facilities. Posters about our visit were seen displayed in the reception area.

The care home was clean, decorated to a high standard and clearly well maintained. There were no unobtrusive noises or smells and all areas were well lit. External doors were kept locked. There are 3 large lounges and a Day Care room that is used for gatherings and events.

Each lounge had a TV with comfortable armchairs as well as tables and chairs grouped together. Residents have access to the internet if they wish. We saw a group of residents enjoying colouring activities, chatting, and singing while other residents were sleeping or watching TV. There was a quiet area if residents wanted to meet with visitors.

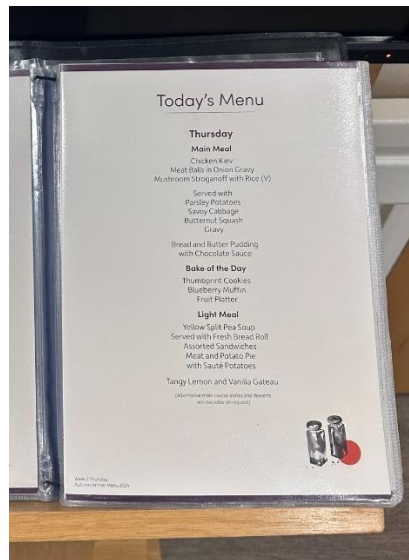
Residents

We noticed all residents were properly dressed and well groomed. Residents seem to be relaxed at the home and representatives observed the staff being attentive to residents in a caring manner. We witnessed one staff member going around the room offering tea to residents and supporting them to drink from their cup. Staff could be easily identified by their colour coded uniforms.

Food

Residents are served 3 freshly cooked meals a day with 2 options and a dessert and several snacks throughout the day. A 28 day menu incorporates a varied diet and is displayed in the reception area, see image below. Representatives did not have the opportunity to observe the lunch time due to time constraints of the visit.

Menu:



Corridors were well lit and wide enough for wheelchairs and walking frames. Communal bathrooms were clean and clutter free with aids such as hoists and bath chairs. A cleaning schedule is maintained by housekeeping staff.



Resident's rooms were numbered each with a picture of the resident on the doors, as well as a memory box, see picture below.

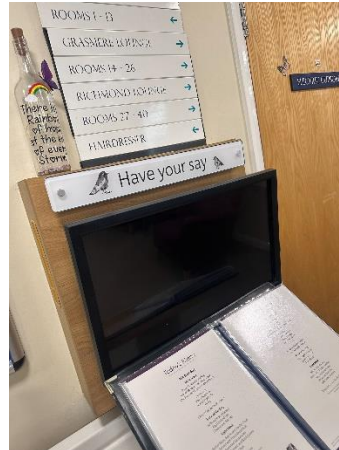
Memory boxes:



Residents rooms were clean, organised and pleasantly decorated and personalised with flowers, artwork, family pictures and bedding. Each room had its own toilet and sufficient storage and a comfy chair. Some rooms had radios and televisions. Every room had either a nurse call system or alarmed mats.

Notice boards were on display which included a menu, information about dementia care, activity timetable and pictures of trips and outings. Representatives did not see the care home's complaints procedure displayed. At the entrance was a 'have your say' screen.

Have your say screen:



The home observed a number of dementia friendly indicators in areas used by residents including floor colour contrast with walls and signs approx. 4ft from floor level and toilet signage.

Findings from speaking to staff, residents, family, friends and carers

1: Have Strong, visible management

Staff and management feedback

We spoke with the deputy manager and 5 staff members on the day of the visit. The deputy manager has been a longstanding employee at the care home, for over 21 years. She told us that she enjoys being present around the home and engaged in aspects of daily operations such as overseeing medicines, IT records and generally keeping an eye on things.

All the staff members we spoke to informed us that management were very supportive and they appreciate the open door policy. One staff member told us there was not much staff around, especially at weekends.

- *Management is often around and I do feel supported by them*
- *Management make accommodations when requested*
- *I feel comfortable speaking to management, they are always in*

Resident, family, friends, and carer feedback

All of the residents we spoke to knew who management are and spoke positively about the management team being friendly, approachable and willingness to help. One resident told us the manager helped him to get a new bed quickly.

We asked family, friends and carers: *how helpful and friendly are the management?*

- *Managers are easy to speak to, lots of point of contact*
- *Door is always open, very friendly and helpful*
- *Very approachable, it comes across as a team effort*

2: Have staff with time and skills to do their job

Staff and management feedback

The deputy manager informed us that staff development is encouraged and any learning needs are reviewed on a regular basis through supervisions, appraisals and team meetings. Staff feel well trained and undertake mandatory training such as touch training, medicine, health and safety and handling. Staff also have the opportunity to gain qualifications such as NVQ's. Staff responded positively to the variety of training available and they felt well equipped to do their role. They have a 'quiet time' built into their day to spend 1-1 time with the residents. Staff gave the following comments:

- Management would offer training if requested and pay for them
- We get asked about further training and development in supervisions
- I have all equipment we need, can ask for more if needed

Resident, family, friends and carer feedback

Several positive comments were made about staff, with many residents expressing appreciation for their care and attentiveness with the following comments:

- I like Gaz and Brian, and Lindsay also really lovely*
- They helped me settle in yesterday and checked on me this morning, brought me breakfast*

Relatives told us staff were well trained in looking after their loved one and had time to care for them with the following comments:

- My mum is not always cooperative so for her to be always clean and appropriately dressed is appreciated*
- Staff are very caring and well trained*
- My mum is showing signs of improvement thanks to Daisy Nook*

3: Have a good knowledge of each individual resident and how their needs may be changing

Staff and management feedback

The deputy manager explained that a care plan is devised for every resident before they arrive at the home incorporating personal and medical information alongside dementia assessments. The care home also obtain information about a residents history, wishes, how they liked to be cared for, with input from family. Staff dedicate regular 1-1 time with residents and any needs / health changes are picked up quickly. A 'daily living' note is maintained and changes to a residents needs are communicated at handover meetings and documented on care plans.

Resident, family, friends and carer feedback

Majority of the residents expressed the view that staff demonstrated a good understanding of their needs and that their individuality is respected. One resident told us that the staff address him by his full name as they know he doesn't like the short version. Relatives responded positively when asked if staff have a good knowledge of their family member and when things change, with the comments:

- Staff keep up to date with mum's health and condition*
- We have regular review meetings with the senior carer*
- They treat my dad with care and respect*
- My mums needs are always met, even though she can be very particular*

4. Offer a varied programme of activities

Staff and management feedback

We observed a good range of engaging activities on offer such as trips, pet therapy, chair aerobics, bingo, singing, cooking and Zumba. Staff explained they get to know what activities residents like to do and tailor activities to suit them, for example a resident likes to watch western movies and they now have regular western movies on. In the Newmarket lounge a group of residents like colouring. Staff also find out what activities residents liked to do before coming to the home and empower them to continue doing these, such as washing up, setting the table. Staff told us all residents are encouraged to participate in activities but if they choose not to, alternative activities are offered:

- *We get involved with activities and dance with the residents*
- *We always encourage residents to get involved in activities*

Resident, family, friends and carer feedback

We found that most of the residents enjoy the activities that are on offer, as they are “easy” and “comfortable”. We observed baking, cookie decorating and colouring during our visit and saw staff getting involved. One resident told us that staff try to encourage her to get involved but respect her wishes if she doesn't want to. Family, carers and friends gave the following feedback:

- *Staff respect my mums boundaries as she does not want to go to the day centre so they arrange entertainment in her lounge*
- *We are happy that my mum is stimulated and gets encouragement to join in*
- *I'm amazed at all the activities they do with the residents*

5: Offer quality, choice and flexibility around food and mealtimes

Staff and management feedback

The deputy manager highlighted food related training are completed by staff, such as touch training on diets and how to present food and safe temperatures. The menu shows well balanced and nutritional meals are on offer. Special dietary needs are catered for as well and some residents require extra time to eat their meals. Outside of mealtimes regular snacks and drinks are offered. We found that efforts are made to create a pleasant dining atmosphere for residents with background music and encouraging conversations by sitting at the tables, however residents can choose to eat in their own room if they wish. Staff gave us the following comments:

- *We show meal options to residents before they choose*
- *Residents can choose alternatives if they don't like what they ordered*

Resident, family, friends and carer feedback

All the residents we spoke with expressed their enjoyment of the meals at the home. They told us they also appreciate the continuity of snacks throughout the day. One resident commented on the portion sizes being too large. Relatives also expressed their satisfaction with the quality and variety of food on offer and appreciate being able to see the menu displayed with the following comments:

- *Mum needs support to eat now, we can arrange to eat with her if we want to*
- *Staff will arrange food that is out of meal times or not on the menu*
- *Mum regularly comments on how nice the food is and has regained her weight due to eating well after a period of illness*

6: Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists

Staff and management feedback

It was confirmed that staff use digi-health to note any medical issues, advice and medication requests and staff told us they found it easy to order medication. Residents routine appointments are usually kept by family, however families can ask the care home for support. Staff mentioned that an optician visits every 6 months, chiropodist every 6 weeks, GP home visits can be arranged and a community dentist visits when required.

Resident, family, friends and carer feedback

We found that residents were generally content with the access they had to a medical professional. One resident told us that her family arrange optician / dental appointments for her and she uses the hairdresser and chiropodist at the home. 2 residents told us they haven't needed to use a medical professional yet. Relatives informed us that the home has a regular optician visit but the home will support them if they are having difficulty arranging or attending an appointment.

7: Accommodate residents' personal, cultural and lifestyle needs

Staff and management feedback

Staff told us residents have autonomy in their daily routines, such as meal options and activities and staff respect and accommodate individual preferences. We were informed a church group comes to the home once a month and families can take residents out to church. Staff gave an example of when a resident suggested to try foods from around the world, which all the residents enjoyed.

Resident, family, friends and carer feedback

A resident informed us that staff know their routine and will provide tea / breakfast at their chosen time. A hairdresser also visits regularly. A family member stated that the home is respectful of all needs and another relative said that his father likes to keep himself to himself and staff respect that.

8: Be an open environment where feedback is actively sought and used

Staff and management feedback

The manager highlighted it was important to get feedback as it is used to make improvements. Staff have various opportunities to feedback, including team meetings, supervisions and growth conversations. There is a 'have your say board' in the reception area for staff, residents and families to use. Staff can also be nominated for a kindness in care award. Residents and relatives meetings are held at least quarterly, however the manager always makes herself available at any time with an open door policy. She informed us that families are very active in having a say in how the home is run and gave us an example of how old curtains were replaced after relative feedback. Another family member regularly maintains the gardens. When we asked staff if there was anything staff would change, suggestions were given for a need of a staff room and more storage.

Resident, family, friends and carer feedback

2 residents told us they get opportunities to feedback, one resident didn't know and another resident was new. However, all the residents said they felt comfortable talking to staff if they had a problem. We asked residents if there was anything they would change about the home, and gave the following comments:

- *Its fine, happy with my situation*
- *I would like to see a snooker table but I cant stand so I cant play!*
- *Room is a little small, not as big as the one I've left, feels a bit cramped*

We found that all relatives felt comfortable giving feedback or making a complaint and could approach the manager at any time. Relatives are also given the opportunity to feedback at monthly reviews and quarterly relative meetings. We asked relatives if there was anything they would change about the home, they told us no changes were required with the following comments:

- *Keep doing what you are doing, facebook is great way of keeping in touch and seeing our oved one*
- *I would be devastated if my dad had to move home as I don't think another home would be as good*
- *We cant thank the staff enough, we viewed quite a few places before choosing Daisy Nook House and we knew this was the right one as soon as we entered.*

Recommendations

1. **Dementia friendly signs:** Review signage to toilets and if colour contrasts have been used appropriately for example contrasting light switches and door colours to help residents living with dementia to find their way around.
2. **Staff photo board:** Care home to consider displaying a 'staff photo board' which can provide a welcoming introduction to the home.
3. **Consider an annual staff survey:** The home deploys various mediums for staff to feedback, although most of these are voluntary and not anonymous. Daisy Nook may wish to consider an annual staff survey which could encourage more staff to feedback.
4. **Have an accessible complaints policy:** Care home to publish their own complaints policy on the website and displayed in the home. We could not see the homes' complaints policy on the notice boards or published on the website.
5. **Consider a private space for staff to use on their breaks:** After feedback from staff care home to consider providing staff with a private space to use during lunch / breaks. Staff have provided feedback that current provision is not suitable.
6. **Review management cover at weekends**
Staff felt there is not much staff and management cover at the weekends. Care home to review this and communicate actions to staff.



Response from service provider

Thank you for the report, it's lovely to see all our teams hard work is being recognised.

We pride ourselves, to ensure we are enabling our residents to live their best life, in what can be trying and difficult times for them personally and support their families in what can be a difficult transition for them as well as their family members coming into care.

We try and ensure we encourage our staff team to develop themselves to be the best they can be, to deliver the very best care to our residents. Having an inclusive culture, where everyone feels included, without judgement.

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