

# ENTER & VIEW

An executive summary of Healthwatch Enter & View visits since 2015

Healthwatch Trafford aims to help people get the best out of their local health and social care services. Part of this role is to provide a programme of Enter & View visits.

Healthwatch Trafford can visit health and adult social care services to report on how they are run. This is called 'Enter & View' and Healthwatch Trafford trains volunteers to assist as authorised representatives to carry out the visits. Enter & View visits can happen if people tell us there is a problem but also when services have a good reputation.

The findings suggest that most staff and managers work hard to care for residents and each other, and undertake both internal and external training on a variety of key subjects such as end-of-life care and safeguarding.

**4**  
neighbourhoods  
visited



**14**  
dignity in care  
reviews on behalf of  
Trafford council



**37**  
total visits, including  
30 care homes



**98**  
recommendations  
made



The last 12 months has been difficult for all those that live and work in care homes, and for the family members who cannot visit. Healthwatch Trafford continues to maintain communication links with the managers of Trafford care homes via email and telephone.

## GOOD PRACTICE

Most care homes appear to be listening to and acting on feedback, including displaying information highlighting changes made. Some homes provide information packs in the resident's rooms containing relevant details on medication, food, drink, and other personal information that allow staff members to support people fully.

One nursing home operates an electronic system that monitors staff activity in resident's rooms to check that residents are getting the checks and support required to keep them well and safe. Another uses a practical tool called a 'Hope tool' to assess the spiritual needs residents might have.

A local care home allows at least one resident and a family member to be part of the hiring process for new staff.

## ISSUES IDENTIFIED

Most care homes were providing activities for residents. However, some ran activities mainly for target groups such as people with dementia, at the expense of the others. Comments were made in several care homes about a lack of communication between staff and residents including delays answering calls for toileting.

In some instances, staff shortages resulted in medication being administered incorrectly.

Care home managers have reported dental care is a struggle as dentists do not provide home visits, particularly for residents with physical or mental health conditions. They felt the response from the community dental service was poor.

