Herewards House Care Home

Enter and View Report 8th & 13th September 2025

healthwatch Windsor, Ascot and Maidenhead

healthwatch Slough

Contents

What is Enter and View?

Enter and View is one of a range of options available to Healthwatch Windsor, Ascot and Maidenhead to enable us to gather information about health and social care services and to collect the views of service users, their carers, and their relatives.

Enter and View is an activity that all local Healthwatch organisations can carry out to contribute to their statutory functions. This means Healthwatch Windsor, Ascot and Maidenhead can choose if, when, how, and where it is used, depending on our local priorities.

An Enter and View visit is where a team of appropriately trained people, known as Authorised Representatives, access a service on behalf of a local Healthwatch organisation, make observations, collect experiences and views and then produce a report.

An Enter and View visit is not an inspection - it is the Care Quality Commission (CQC), as the independent regulator of all health and social care services, that has the formal inspection responsibility. Local Healthwatch organisations aim to offer a layperson's perspective, rather than a formal inspection.

Enter and View is not a stand-alone activity, but rather it is part of a wider piece of work to collect information for a defined purpose.

Purpose of the visit

This visit was to look at what is working well with the service and what could be improved. We had a particular focus on independence and choice.

Background of the home

Herewards House is a privately owned care home, with one of the owners managing the home along with a Deputy Manager and an Assistant Manager.

The home has been extended on either side as well as having a conservatory added for residents at the rear, which overlooks the garden, and a smaller conservatory which the staff use for their breaks.

The home currently has twenty-two residents. It has the capacity for twenty-seven but, some of these rooms are double rooms with single occupants.

The bedrooms are situated over three floors with a staircase on each side of the building (one staircase is the emergency staircase) and with a lift up to the first and second floors.

The Manager has been in place for over twenty years and the home has a low staff turnover. There are nineteen staff in total.

Herewards House is primarily a residential care home, with most residents being independent and some residents in the early stages of dementia. Almost all residents are funded by Windsor, Ascot and Maidenhead or Slough, Local Authorities.

Preparation and Planning for the visit

Following discussion with the Local Authority a priority list was presented to the Healthwatch Windsor, Ascot and Maidenhead Advisory Group who agreed the visit to Herewards House Care Home. This was then approved by the Enter and View Panel.

Three weeks prior to the visit, the Manager was telephoned and we requested visits on 8th and 13th September. This was confirmed with a letter. One week before the visit a member of the team dropped off posters to promote the visit, as well as printed surveys for staff and relatives, along with a post box to hold them securely. Details on the post box also included a link to both surveys, and a QR code. The post box was collected one week after we had visited.

During our time there we spoke with five residents.

Additionally we spoke to/received surveys from ten relatives/friends, and sixteen members of staff. We also spoke to the Manager.

The Enter and View team consisted of Ann Brosnan, Nick Durman, Claire Shropshall, Charlotte Evans and Bethany Sheppard.

Disclaimer : Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff. It is only an account of what was observed and contributed at the time.

Observations

Interactions with Staff

The home has secure gates in front of it and we were let in and allowed to park our cars outside the front of the home.

We all signed in and out via the electronic screen in the hallway.

We were given an extensive tour of the home by the Manager and were greeted by members of staff and residents as we walked around.

Environment

As well as general observations, we used the King's Fund Dementia-Friendly tool. Herewards House is not a dementia care home, but does have some residents living with mild dementia.

Herewards House Care Home

The Kings Fund Environmental Assessment Tool

Is Your Care Home Dementia Friendly?

1. The environment promotes meaningful interaction and purposeful activity between residents, their families and staff

All assessment criteria met. As examples:
Does the approach to the care home look welcoming? Is the entrance obvious and the doorbell/entry phone easy to use?

We found the approach to the care home looked welcoming; the outside area was well tended. The signage for the care home was clear from the road. Entrance to the care home is via a large secure locked gate. The entry call button is large and easy to identify on the gate.

Does the care home give a good first impression?

The reception area was clean, bright and the windows provided natural light. There were flowers in the reception area and a water dispenser.

Does the environment support residents to engage in home life e.g. doing gardening?

There was a large well-kept garden at the rear of the house. We spoke to a resident who told us that they helped with tending to the garden including helping with weeding and looking after the flowers, and vegetables.

2. The environment promotes well-being

All assessment criteria met. As examples:

Is there good natural light in bedrooms and social spaces? Are links to and views of nature maximised e.g. by having low windows.

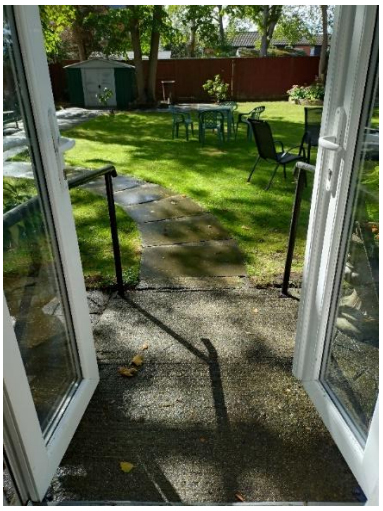
We observed good natural light in social areas and bedrooms where large low windows provided lots of natural light and enabled views outside.

Is the décor age appropriate, are there photographs or artworks of a size that can be easily seen?

The décor and artwork we observed was age appropriate. There was a variety of artwork throughout the home and was of a size that made them easily visible. We observed different types of art and memorabilia. As examples we saw large floral prints and city scape prints.

Is there independent and easy to locate access to a pleasant, sociable, safe and secure outside space e.g. garden, courtyard or terrace with sheltered seating areas?

The home had a large enclosed secure garden. Access to the garden was via large patio doors that led on to a paved area. There was a ramp from the patio doors into the garden and handrails. There was a flat paved walkway around the garden. The garden had areas of shelter provided by the large trees on the perimeter and there was seating in the garden. There was a mix of shrubs, flowers and some vegetables in pots.



3. The environment encourages eating and drinking

All assessment criteria met. As examples:
Are large dining areas divided so as to be domestic in scale?

There is a large dining room which was divided so as to be domestic in scale. It consisted of several dining tables which could seat between 4-6 people each.

Is there a sufficient level of lighting so that the table settings and food can be seen easily?

The dining room is in a bright glass conservatory overlooking the rear garden. This provided a bright and light space. When we observed during lunchtime, the level of lighting enabled table settings and food to be easily seen.

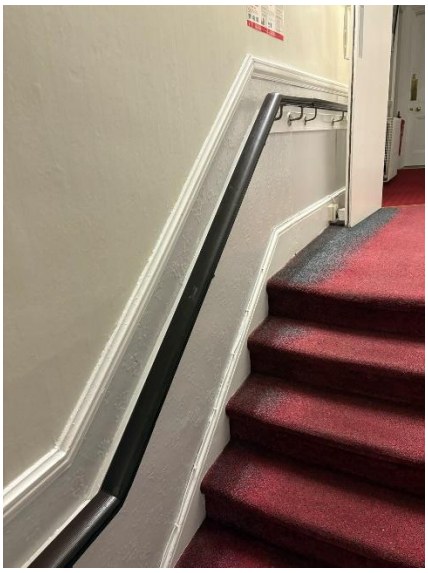
Does the dining room provide opportunities for residents to eat in small groups or alone if they wish?

Residents could sit in small groups if they wished, they could be joined by a family member or they were able to sit alone if they preferred.

4. The environment promotes mobility

All assessment criteria met. As examples:
Is the flooring in a colour that contrasts with the walls, any skirting, and furniture?

All of the flooring we observed, contrasted with the walls and skirting:



Are there small seating areas for people to rest along corridors and in gardens?

Due to the age of the construction the home has narrow corridors, however where possible there were chairs placed so residents could rest along the corridors. In the rear garden there was a variety of seating for residents to sit and rest.

5. The environment promotes continence and personal hygiene

All assessment criteria met except the following which were partially met:
Are the sink taps clearly marked as hot and cold and easy to identify as such?

The care home Manager had recently started applying hot and cold tap identifiers in the toilet/bathroom sink taps. This had been done in some, but not all, of the toilets/bathrooms The Manager said the intention was to put the hot and cold tap identifiers in all the toilets/bathrooms.

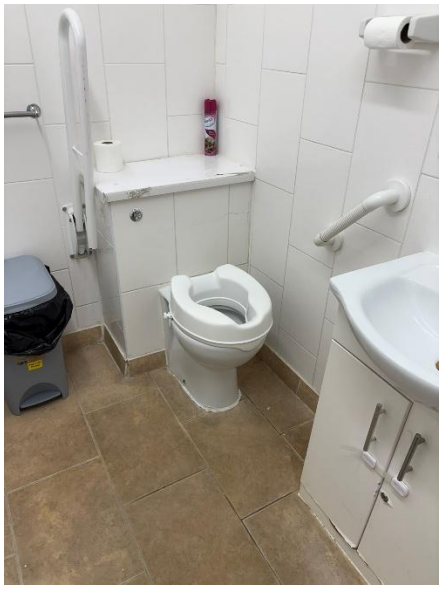
Some examples below where the criteria were met:

Are all the toilet doors painted in a single distinctive colour and do they have the same clear signage with text and images?

A lot of the toilet doors we observed were easily identifiable; the doors were in a distinct colour and had both sign and text to identify them as toilets. However there were some toilet doors that didn't display clear signage with text.

Are the toilet seats, flush handles and grip rails in a colour that contrasts with the toilet/bathroom walls and floor?

Some of the toilet seats we observed were in a different colour to the wall/floor, however with some of those the grip rails were the same colour as the walls, e.g. white. We observed some toilet seats grip rails that were not in a contrasting colour to the walls.



6. The environment promotes orientation

All assessment criteria met except:
Is there a large, accurate and silent clock clearly visible and does it display the correct day and date and weather?

We observed several types of clocks on our visit. Generally, the clocks were small, and the style and placement of these clocks may make it difficult to see them clearly, particularly if they had some sight impairment.

Below is a style of large clock we have seen in other care homes that make it easier for residents to see and includes time, day, and date.

Some examples where the criteria were met:
Are doors personalised e.g. through the use of numbers, or, accent colours, personal memory boxes?

We observed bedroom doors that were clearly marked as a bedroom with a door number. If the residents agreed there was also the option to add the residents name to the door. Where there was a resident with dementia, and where the family agreed, there were memory boxes next to their bedroom door. For the purposes of this report, we haven't included photos identifying residents names on bedroom doors.

Are signs for residents placed on, not beside, doors and of a good size and of a contrasting colour to be seen easily?

We observed various signs for residents that were attached to doors rather than next to doors. The signs were in a contrasting colour and large enough to be seen and clear to read.

7. The environment promotes calm, safety and security

Are spaces clutter free so as not to prevent easy movement in the home.

All assessment criteria met. As examples:
We observed no cluttered areas that could affect residents safe movement in the home or the garden.

Has careful consideration been given to the placement of any mirrors or shiny surfaces in corridors and social spaces?

We didn't observe any intrusive mirrors or shiny surfaces or flooring in any of the corridors, lounge, dining rooms or other communal spaces.

Garden: Additional Observations

The garden was well-maintained.

Residents were able to access the garden freely and, during our time there, the conservatory door was open as it was a sunny day. We saw several residents going outside and using the garden.

One resident liked to work in the garden and had planted some tomatoes. He was acknowledged by staff, residents and relatives for keeping the garden looking so nice.

The garden received positive feedback from the residents we spoke to, most of whom used it and liked it.

Relatives gave the following comments:

"The garden is lovely: well-kept and spacious."

"Lovely and accessible."

"It's lovely and spacious."

Two relatives suggested that some more benches would be welcomed and one suggested introducing some covered areas.

Staff said that there is access to the garden during the day and that residents who need support to use the garden are helped.

"Some of them can go out all time, who can manage by themselves, but some of them need staff help due to some residents having very poor mobility."

"Staff go into the garden with residents, walk with them and sit and talk with them."

"We try to make sure that safety is maintained at all times. For the purpose of safety and for certain medical conditions, we make sure that residents' personal safety is maintained. Risk assessment will reflect mobility problems and in what condition that resident must be moved."

"Our back doors are kept unlocked from the morning shift until the night shift."

Quality of Care

The residents we spoke to were positive about their experience of living at Herewards House:

"It's relaxed. The staff are very attentive and do their best for you: very nice people. They do look after you and are switched on. They try and include everyone and treat us all the same, but give some people extra help when needed. I feel so safe here, I'm bored!"(Laughing)

"Very good. People are nice. Lots of tea. Feel very safe."

"I'm well looked-after. The staff are very pleasant."

"Feel safe. There are people I could ask for help if needed."

The residents we spoke to were all able to do their personal care themselves, but told us that staff would always help them if they needed assistance.

Relatives were also very positive:

"I cannot praise the home enough. Dad has been here for 9 years so we have a very special relationship. He is comfortable and has a great relationship with all the staff. It's like a family home. We are very happy to have dad cared for here. 10/10."

"The home seems really well run and our dad is happy there."

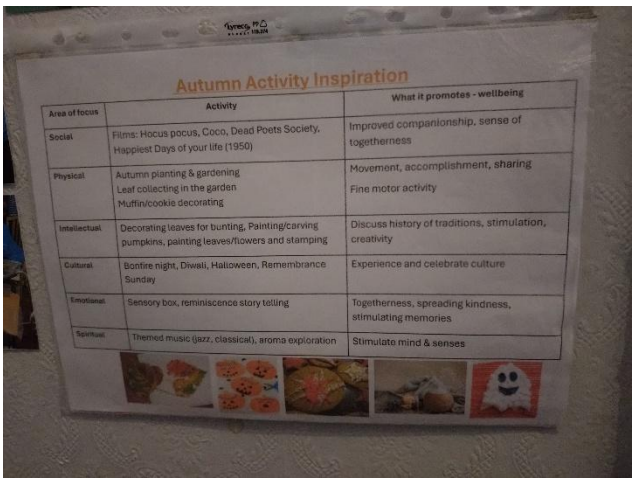
"She won't wear her hearing aids and sometimes she doesn't understand their English, but they don't raise their voices at her like I do! Staff are very

supportive and bring me tea/coffee and biscuits when I visit. It may not be modern, but that is fine as it is clean. There are always senior staff here and I see the same staff and they work together like a family."

> Care is excellent. We visit weekly: we are always welcome and would recommend this home

Activities and Daily Life

When we arrived there was a yoga class taking place in one of the lounges. Some residents in the second lounge were being assisted by staff to do other activities, such as colouring. A poster giving the daily activities was located behind the water dispenser. We noted that there is limited space on the walls to place posters such as this.



Residents' comments

The comments we received from the residents were mixed:

"If I feel like doing an activity I do it."

"Not enough variety of activities for me."

Relatives' comments

All the relatives who responded said that they had been asked about their loved ones hobbies when they came to the home. They were all able to join in activities and that their loved ones were helped to do activities that they enjoyed.

When we asked what alternatives were available if their loved ones did not want to do the planned activity, we received the following responses:

"She likes colouring books. Joined in initially but not now."

"They ask what she would like to do."

"Our aunt prefers to watch rather than participate."

"She gets a chance to listen to Buddhist prayers on an i-Pad."

All the relatives said that their loved ones were encouraged to move during the day and use the outside space.

Staff

All the staff we heard from had a good knowledge of the activities that are available:

"Wide variety of activities for early-advanced dementia as well as seasonal activities such as physical, intellectual, emotional, spiritual and cultural. We try new activities encouraging creativity and activities utilising and strengthening cognitive and fine motor skills."

"We have different activities on daily basis, supported by staff,relating to individual capabilities. Some like drawing, Some like doing exercises, and some like reading."

"Colouring, Bingo, gardening, playing ball, card game, walking outside when summer time and walking in house. Garden, snakes and ladders game, reading books, talking with staff and other residents, watching television and listening to music, watering plants."

"Daily activities carried out. 1-1 activities provided for those who stay in the bedroom. Activities are organised as per weather conditions. Summer activities- more outside such as boat trips, walk, shopping, visits to places of interest such as garden centre, gardening, parties etc... Daily indoor activities, such as bingo, games, yoga session, colouring, music, songs, dance, cooking, football match and special programme on TV on special events."

When we asked staff what they did if a resident wanted a different activity from those on offer they responded with the following comments::

"I will make sure to get the resources for next time. In the meantime offer choices in their interests/something similar to what they have requested, if possible."

"Explain sorry at the moment we don't have we will inform the Manager get it for you soon as possible."

"I will check with my team and inform the resident that I am looking into the matter and make them feel listened to. For food related I will speak to the chef on duty."

"The matter will be looked into . Will keep them updated, with the progress, such as when we will receive it, or it's not available, what alternative they would like."

Food and Drink

Lunch Observations

We undertook two observations at lunchtime.

Dining Room

Bright and airy dining room with view of garden.

Four separate tables seating 2-4 people

Music playing in the background and one resident commented ‘Lovely music’.

Some residents were helped with putting on bibs.

There was a relaxed atmosphere with residents chatting to each other, discussing the meal and watching the two squirrels playing in the garden.

Two staff members were sitting chatting to the residents and moved around each table. Some residents were quiet and staff checked if they were OK.

One resident was able to let himself into he garden for a brief walk, while waiting for food to arrive.

Sausage and mash or fish and chips were on the menu with sandwiches offered to a resident who did not want a hot meal. Good portion sizes were given to everyone. Help was offered with cutting up food.

One resident only ate half her meal and was encouraged to eat more, but chose not to.

Everyone seemed to be enjoying the food and there were lots of empty plates. Dessert was jelly, mousse or fruit. Older residents were encouraged to drink water.

Staff were very attentive. One resident appeared unhappy; food had gone down the wrong way, and staff quickly supported them and checked in afterwards.

Teas and coffees were offered after dessert.

Lounge

Three residents chose to eat in the lounge. Generally liked the food and could ask for alternatives if they didn’t want the main course.

Residents were given large, clean, bibs and seated by staff to be ready to eat. The television was on but not loud and a resident watching it said she could hear it.

Residents were able to get up and move around if they chose to and could do so freely. There was bunting up in the lounge from a celebration a couple of weeks previously.

All residents were provided with drinks in brightly coloured cups and appropriate utensils were provided to suit their needs, but also given a knife and fork.

A clock with the date and time was visible. Lighting in the room was quite poor (it is an internal room with no outside windows due to the sunlounge)

Staff were friendly and supported those who needed help with eating. Staff knelt down to cut up food. White plates were used and there was a colourful selection of vegetables.

Tables were positioned well for eating. One resident was vaping whilst sitting in the corner and this did not seem to bother residents.

One resident was helped with feeding and staff demonstrated dignity, respect and patience.

One resident commented that the food was nice but that today the broccoli was too hard. Was given the mousse for dessert but asked for something different, which was provided.

All the seating in the room was single chairs.

Staff chatted to residents during lunch and all were offered dessert and a hot drink. Staff reminded residents that the drink was hot when they brought it over and that resident should take care when drinking it. Staff seemed to know what residents liked or disliked.

We were also told that some residents like to help the staff with laying the table at mealtimes.

Resident feedback

Most of the residents we spoke to were positive about the food and the option to have something else if requested. They said they could sit where they wanted and could opt to eat in the lounge, rather than the dining room, if they wished.

"It's OK and hot enough. Nothing I've had that I didn't like."

"It's good and suits the residents. We had stroganoff today. The food is hot enough and if you ask they will heat it up again for you. Menus are interesting. I'm happy with the food and you can always ask for something else."

"Most of it is alright. Sometimes it isn't cooked enough." (We asked if possible to request it is cooked for longer and he said 'Yes')

"Good. Right amount, hot enough. Wouldn't change anything."

We asked what happens if they have to miss a meal for any reason:

"They will give you something to eat when you get back."

"Yes, meal saved for later."

"If family visit and I go out, I can eat later."

We were shown the menus and also, on the wall of the kitchen, there was a chart which showed the residents who had particular dietary needs, such as soft food.


HEREWARDS HOUSE SPRING MENU – WEEK 1

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
LUNCH BEEF BURGER, CHIPS, COLESLAW	LUNCH COTTAGE PIE, VEGETABLES	LUNCH ROAST PORK, ROAST POTATOES, VEGETABLES	LUNCH PASTA BOLOGNESE WITH GARLIC BREAD	LUNCH FISH & CHIPS WITH PEAS	LUNCH CORNISH PASTY, POTATO AND VEGETABLES	LUNCH ROAST CHICKEN GRAVY, ROAST POTATOES, VEG
ALTERNATIVE CHEESE OMELETTE	ALTERNATIVE FISH & CHIPS	ALTERNATIVE SAUSAGE & MASH	ALTERNATIVE FISH & CHIPS	ALTERNATIVE CHEESE OMELETTE, SALAD	ALTERNATIVE SAUSAGE & MASH	ALTERNATIVE SCAMPI & CHIPS
FRUIT SALAD & CREAM	TRIFLE	BREAD & BUTTER PUDDING WITH CUSTARD	STRAWBERRY GATEAU	RICE PUDDING	MANDARIN SEGMENTS WITH CREAM	VICTORIA SPONGE CAKE
SUPPER CREAMY VEG SOUP	SUPPER CHICKEN SALAD WITH BREAD & BUTTER	SUPPER SELECTION OF SANDWICHES	SUPPER SELECTION OF SANDWICH	SUPPER TOMATO & BASIL SOUP	SUPPER FISH FINGERS & SPAGHETTI HOOPS	SUPPER SELECTION OF SANDWICHES
ALTERNATIVE SANDWICHES	ALTERNATIVE TOMATO SOUP	ALTERNATIVE POTATO & LEEK SOUP	ALTERNATIVE SOUP	ALTERNATIVE SANDWICHES	ALTERNATIVES SELECTION OF SANDWICHES	ALTERNATIVE VEGETABLE SOUP
CRÈME CARAMEL	PEACH SLICES	ICE CREAM	VANILLA CHEESECAKE	YOGURT	FRUIT JELLY	ICE CREAM


HEREWARDS HOUSE SPRING MENU – WEEK 3

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
LUNCH SCAMPI CHIPS, SALAD COLESLAW	LUNCH BEEF STEW, DUMPLINGS POTATO, VEG	LUNCH ROAST CHICKEN, ROAST POTATOES, VEGETABLES	LUNCH MEATBALLS, TOMATO SAUCE, POTATOES, VEG	LUNCH FISH & CHIPS WITH PEAS	LUNCH CHILLI CON CARNE, RICE	LUNCH ROAST BEEF, ROAST POTATOES, YORKSHIRE P, VEGETABLES
ALTERNATIVE SAUSAGE & MASH	ALTERNATIVE FISH & CHIPS	ALTERNATIVE OMELETTE, SALAD	ALTERNATIVE EGG & CHIPS	ALTERNATIVE SAUSAGE & MASH	ALTERNATIVE OMELETTE, SALAD	ALTERNATIVE FISH & CHIPS
BLACK FOREST GATEAU	MILLIONAIRE CHEESCAKE	LIME JELLY, ICE CREAM	FRUIT SALAD WITH CREAM	RICE PUDDING	CHOCOLATE SPONGE CAKE WITH CREAM	FRUIT CRUMBLE WITH CUSTARD
SUPPER SAUSAGE ROLLS WITH SPAGHETTI HOOPS	SUPPER MUSHROOM SOUP WITH BREAD & BUTTER	SUPPER SELECTION OF SANDWICHES	SUPPER TUNA PASTA SALAD	SUPPER SELECTION OF SANDWICHES	SUPPER CHICKEN NUGGETS WITH BEANS	SUPPER SELECTION OF SANDWICHES
ALTERNATIVE SANDWICHES	ALTERNATIVE SANDWICHES	ALTERNATIVE SOUP OF THE DAY	ALTERNATIVE SANDWICHES	ALTERNATIVE TOMATO SOUP	ALTERNATIVES SANDWICHES	ALTERNATIVE SOUP OF THE DAY
CRÈME CARAMEL	LEMON MOUSSE	MIXED YOGURTS	ANGEL DELIGHT	ICE CREAM	FRUIT JELLY	ICE CREAM

Relatives

All the relatives who responded said that the food is good quality, and that there is a good choice. They commented that dietary and cultural preferences are catered for.

" Very good; dad loves it."

"Food and drink is good in our opinion."

"She will have a sandwich instead of dinner when she is not hungry. They let her have a biscuit instead if she wants it."

"Seems good: no complaints."

Relatives felt that the food was good quality. All said that there was enough help with eating and drinking, if required.

All except one said they were able to join their loved one for a meal.

Staff Feedback

The feedback from staff was positive:

"Good quality ingredients are used for all meals and they are fresh. Variety of dishes ranging from classic British to Indian to Italian . Alternatives are always available."

"The home caters according to individual choices needs and respecting their religious beliefs, as we have some residents with different backgrounds."

"Food is freshly served on a daily basis at least 3 times a day. Food is one of the main activities that is happening in a daily basis. Respecting choices, promoting hydration and complying with religious necessities are core ingredients when it comes to food. Food is always nutritious to resident's needs. Allergies are taken into account as well as likes and dislikes. Alternative choices always available. The chef is ready to prepare anything should the resident not be happy about the food which is on the menu and the alternatives."

Staff also mentioned that menus are planned with the residents:

"Residents are informed of menu changes and asked for suggestions at monthly residents meetings."

"Residents' meeting: staff discuss the menu and residents tell us about their likes and dislikes and menus are made accordingly."

"The chef asks the residents about their choices for the day on a daily basis."

"Choices are checked by the chef in the morning, at breakfast time , and alternatives are available, if they change their mind, or because they can't remember because of their mental capacity."

Hydration and nutritional needs

All the staff we heard from were aware of the importance of hydration and nutrition for the residents and how the home addressed this, including regularly weighing residents:

"We provide 6 rounds of juice and tea round per day."

"Drinks rounds throughout the day. Water dispenser outside the main lounge. Residents in their rooms have a jug of water and are checked and assisted daily. Snacks are always available outside of main meal times. Staff encourage nutrition and hydration throughout the day."

"Staff served residents drinks and snacks in between their meals."

"Regular drinks rounds, Regular observation of all the residents intake of food and drinks. Monthly weight check to see any changes."

Dignity and Respect

The residents felt they were treated with dignity and respect:

"Respectful and kind."

Relatives said that their loved ones looked presentable when they visited and that they had a choice about what to wear. They are allowed to get up at a time that suits them.

"Hair always looks lovely. She is always clean and looks really nice. She chooses to get up later and go to bed later than she did before she was in the home."

"Very pleased with her care. Always clean, tidy and presentable."

Staff

Resident feedback

The residents were mainly positive about the staff:

"Very respectful: they don't have an easy job. I'm OK and they can see that."

"I can't fault anyone. Wouldn't change anything. I get on well with the staff, we have a good laugh and joke. Everyone is well looked after. Never witnessed any poor behaviour from staff to residents. Staff chat to residents, ask after them. Residents who are less verbal, are supported."

"Staff can be a little rough sometimes. Otherwise all OK."

"They're Ok: I would say if they weren't!"

Residents said that the staff respond quickly to their needs. Some felt that the staff had time to sit with them and talk while one resident felt that they tended to focus on particular residents:

"Not very often as they are busy with residents who have greater needs. Would be nice if they could."

Relatives' feedback

All the relatives we heard from said that the staff were caring and kind.

They felt listened to by the staff and the Managers and said they were encouraged to visit the home. They also said they were kept informed of any changes in the health of their loved ones and felt involved in any decisions related to their care.

Relatives knew who to talk to if they had any concerns or complaints and felt they were listened to and acted upon.

"Mum bruises easily and the staff keep me updated. They have called me when they have called the doctor out to see her. I once suggested something for my mum and they did it. I haven't needed to raise a concern or a complaint. "

"Have had no need to complain and this is the second family member to have been a resident. Top marks to all staff."

"The care is exceptional. Absolutely no complaints. Very friendly, professional and approachable staff."

"I love Herewards House. My mum is so well looked after. I am always welcomed and offered refreshments."

> " I would recommend HH to anyone. If we were paying, I would keep her here."

Manager feedback

We spoke with the Manager who told us that his biggest challenge was keeping up with staff training to ensure a high standard of care in a changing environment. The recent digital upgrade was a challenge that staff coped well with and lots of internal training has been given and will continue, to ensure that all staff can use it in the best way.

The home is family run and the Manager is one of the owners and feels fully-supported by his partners in the business.

The other area that is challenging is space: currently the office that the Manager, deputy and assistant Managers sit in is small and all would like a bigger office, but there are space restrictions due to the nature of the buildings and the developments that have already taken place to expand it.

The Manager has been able to retain staff, despite recruitment challenges with recent changes, making it harder to recruit from outside the UK. Word of mouth has been another way of recruiting staff more effectively when there is a lack of local availability.

Around 90% of residents are funded by Local Authorities and this has presented financial challenges in terms of refurbishment. The Manager has focused on retaining staff within the budget available.

The Manager feels they have a good relationship with the commissioning team.

Staff: training and support

The feedback from staff was that training is good and they feel supported by Managers:

"Staff receive in-house training for all mandatory training (including refreshers). We maintain an open-door policy for staff to reach out to management for support in any areas. Regular training provided for digital social care records."

"All staff are well trained by the company."

"The Management is key to this task. Staff are regularly briefed on their family job with the idea to improve at all times. Team work spirit is cultivated at every step and a learnt lesson atmosphere is maintained to ensure quality. Trained personnel deliver face to face training. Online training and regular supervision carried out. Support over the phone is also available when staff need advice for a certain situation. Team Leaders and others are well supported by Managers."

"Well supported. Manager is available and approachable."

Staff are able to talk to each other and keep each other updated. Regular meetings are held:

"Staff meetings are monthly or more often if necessary. I regularly talk to staff (informally) on a weekly basis."

"Everyday in the morning we are having handover and discuss about residents wellbeing and we have monthly meeting for staff."

"Staff talk to each other during work time maintaining professionalism. Regular staff meeting, quick briefings and 1-1 meetings carried out regularly. Discuss situation that needs improvement. Discussed situations on how to improve in areas which need more attention."

Staff are also well-supported when there is a bereavement:

"We have team meetings, supporting each other. We support families allowing them to spend quality time , allowing them to stay overnight, as

per their wishes. We attend funerals. We support staff who care for them closely on their last days."

"We support each other and we go to the management if needed. We support family members in when residents are on end of life path. We allow family to spend time, even in the night on this difficult moment."

When we asked the staff what was the hardest part of their job, bereavement and challenging behaviours were mentioned the most:

"I would say it's witnessing members of the care home pass away. It's a very upsetting time & and overtime we build a relationship with them."

"If some residents are very aggressive and difficult to manage."

"The hardest part of my job is witnessing a resident's death whom I have been caring for, for a long time."

We asked the staff to tell us what improvements they thought could be made and most were keen to have more training to keep improving their skills:

"Positive change is the spirit to continue motivating others to improve practice and quality of life of our resident. A positive change has just happened when Herewards has gone Digital."

"More training, team building, away day."

Other feedback from staff .

"Manager; Jeet, looks after both residents and staff very well."

Connections with other services

Residents were also able to get access to health services. The surgery is across the road from the home, so those residents who are able to, can walk there to attend any appointments.

All the relatives we heard from said there was good access to medical services as well as things such as hairdressers:

"Her skin is frail and she has leg wounds. The District Nurse comes in and the Dr visited last week and she had Covid and 'flu jabs. The staff are very aware of what to look out for with her skin."

"Very confident that his personal care and medical needs are always met. I don't have to worry."

When we spoke to the Manager he confirmed that residents who are mobile are able to go across the road for appointments with their GP. There are weekly visits for those residents who are confined to bed.

The home is also registered with a dental service in Slough but residents are also able to choose their dentist and some families pay for a dentist to visit their loved ones at the home.

There is a pharmacy at the end of the road who deliver medication daily.

Hearing tests can be done by Specsavers at the home and one resident goes to Boots audiology.

Regular visits from the optician.

The podiatrist visits every six weeks.

The residents pay for the hairdresser who comes in and has been visiting the home for over ten years now.

As with other care homes, one of the challenges is around hospital discharge. The Manager and deputy will go into the hospital to assess the resident and decide if they are able to come back to the care home. Often medication is missing or not there at all, personal items have gone missing during the hospital stay or walking frames are left at the hospital and someone has to go and collect them at a later date.

Recommendations with response from Manager

Overall both residents and relatives were positive about the care received at Herewards House and our observations suggest that residents' care needs are being appropriately addressed at present..

We realise that, as most residents are funded by their local authority, there is limited budget for upgrades/redecoration. We would like to make the following recommendations:

- Consider having further discussions with residents about the activities they would like to add to the current ones.

Response from Manager: We will continue to explore and incorporate more choices of activities for residents. We have already started to discuss residents' choices in the last meeting with them. We believe in making it more enjoyable and beneficial for residents when taking part in activities.

- Continue to put 'hot' and 'cold' markers on remaining taps.

Response from Manager: Yes, we will ensure that all taps have the 'hot' and 'cold' makers in the next two weeks.

- Ensure grab rails and toilet seats are in contrasting colours.

Response from Manager: Yes, we will look into changing these items in contrasting colours as identified and I will also carry out further inspection.

- Ensure signage on toilet doors is clear and consistent.

Response from Manager: Yes, I believe that there are some signage required to be changed to make it clearer. I will be updating these to provide easy identification.

- Consider introducing bigger clocks, so that they are more visible.

Response from Manager: Yes, this is on the list to do as well and will obtain bigger clocks for the communal areas.

- Have discussions with relatives following their suggestions for the garden.

Response from Manager: We will continue to seek feedback from relatives and work on their ideas/suggestions to make the garden better and more useful.

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