Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**Coorbrook Park Nursing Home** **Coorbrook Court** **Nr Audlem, Crewe** **CW3 0HF**
Date and Time	**Tuesday 15th August 2017 arriving at 2.00 p.m.**
Authorised Representatives	**Denise Pritchard, Neil Garbett**
Staff Present	**Gabor Benke - Manager**

Background

Healthwatch Cheshire is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West and Chester. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?
Enter and View is part of the local Healthwatch Cheshire programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of its work plan agenda this year Healthwatch Cheshire continue to work in monitoring Nursing and Care provision across the area.

This work has the full support of health and Council commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of monitoring standards and continuity. This report is based on observations at the above service.

Highlights from the Visit

- Lovely well tended gardens and grounds
- Peaceful and well ordered
- Relaxed friendly atmosphere throughout
- Caring staff
- Friendly residents who cared for their peers showing concern and helping those who were less able.
- Clean airy spacious environment.

General Information

Located on the edge of Audlem, near Nantwich, Coorbrook Park is a grand three storey Edwardian property standing in over ten acres of grounds and having its own private driveway.
Owned and managed by Morris Care Ltd. the home provides short and long term care for the elderly in different care categories - Old Age, Physical Disability and respite. A separate modern build annex to the facility, 'Cedar Court' provides care for residents with Dementia and related conditions.
The building itself is substantial with numerous revisions extensions and improvements Coorbrook Park home provides 80 individual, generally spacious bedrooms with 45 having their own toilet facilities and with most rooms having views across open countryside.
The home advertises that all rooms are equipped to a high standard with room for personal possessions. At the time of our visit occupancy was 53 residents.
A recent CQC report on the home (March 2017) assessed the service as Requiring Improvement in the four areas of Safety, Effectiveness, Responsiveness and Leadership. The manager commented that this report was completed prior to him taking up position and that the report had, ***"Hurt the business in terms of resident numbers."*** However he went on to comment that since taking up his appointment, ***"My staff and team have worked hard to get things right and we are proud of what we have done."***

Environment

Entry to the main building is through an electronic key coded locked door. On entering the main building representatives first impression was enhanced by a welcoming board display.

Positioned on wall to the right hand side of the entrance canopy, the display also showed photographs of recent activities that had taken place and included a current activity timetable.

The manager and his staff gave information freely and had no hesitation in giving us access to the whole house with a member of staff to guide us and help with any questions.

The lounges are all comfortably furnished and appeared to be well used for social activities. Some residents appeared to be happily chatting, whilst others were with asleep after lunch. All residents were well dressed and all the rooms were clean with no unpleasant odours apparrent.

The lounges offer residents superb views over the grounds and surrounding countryside as can be seen in the picture.

Residents all have a TV in their bedrooms and we observed some very large widescreen TVs in lounges. In one lounge in the Cedar unit residents were watching and enjoying a recording of an Andre Rieu concert.

Bothe main lounges downstairs were furnished with a piano – one owned by a current resident. We were told that a number of residents could play the piano and did so regularly.

Kitchen and Catering – We were invited to see the kitchen which appeared clean and well organized. We were told that the menu provided is based on a two monthly rota and preferences are selected daily but individual preferences are catered for and people can change their minds. There appeared to be good variety of items with fresh local produce being used where appropriate. We were informed that residents can dine in their own rooms if preferred and some residents opt for this service but can change their minds at short notice if they so wish. The dining room was pleasant, spacious and clean with well set tables and good cutlery – more like a hotel than a care home.

Laundry – This was visited and looked well organised with named boxes for residents ironed clothes and garments ordered and partitioned on the hanging rail. We were told that most of residents clothing was clearly labelled.

Sluice rooms – These were observed on each floor and were all clean and free from clutter.

Corridors/landings – With rooms on three floors corridors and landings are extensive. All were clean and free from clutter. Representatives were pleased to see that in no areas was equipment such as hoists were stored in corridor areas.

Cedar Court – This EMI (Elderly Mentally Infirm) unit was accessed through a key coded door. Representatives met staff and were able to observe the care given to residents in the lounge. A calm atmosphere was noted and staff who responded well to residents needs. One gentleman resident had spilled something on himself and staff were kindly helping him get along. A relative of one resident was spoken to. She commented, ***"The care is good here."***

When asked about the work she did a member of staff commented, ***"I feel well supported in what I do. Staff are really friendly and we all get on. In this environment it's important that we all work well together.***

Health and Wellbeing

Staffing – Both male and female staff were in attendance at all locations visited and were observed in all cases being caring and responsive to residents needs. Residents were also included and engaged in conversation where appropriate.

Medication – There are two controlled rooms for medications. We were informed that Local doctors are used and prescriptions are supplied by local pharmacies in Nantwich in blister packs where appropriate. Medicine trolleys are locked and stored in locked controlled temperature rooms and nursing staff check on the medications at regular intervals keeping detailed records.

Local applications such as creams and lotions are kept in a separate cupboard. PRN (pro-re- nata - *as needed*) items are recorded on the resident's record sheet. DDAs (Dangerous Drug Act medication) are checked regularly and the balance carefully noted. There is a locked bin for the disposal of unwanted or out of date medication which we were told is taken away at regular intervals.

Representatives felt that the supply, storage, administration and recording of all medication appeared to be well controlled and managed.

Activities – The activities coordinator showed us a board listing the daily activities offered. We noted that there was something planned for each day even if it was just a planned walk around the extensive grounds of the home. All activities are listed on the activities board. The home owns a bus for taking residents on outings and Representatives felt the range of activities was quite wide.

Outside walks – It was obvious to representatives that outside walks are an important activity making best use of the beautiful surroundings and established gardens. Representatives noted a number of 'easy walk' levelled paths outside that also provided good wheelchair access to the grounds. Pretty much everyone spoken to by Representatives commented that they enjoy going outside. One lady said to us, ***"I deliberately chose to come here because of the beautiful surroundings. My bedroom has the most fantastic view over the gardens and beyond."***

One indication of how much the outside environment at Coorbrook Park is used, was the number of sun hats stored on the coat rack downstairs.	

Interaction – Representatives noted that some efforts (by both staff and residents) were made for those in the EMI unit to interact with those residents in the main part of the home. Two residents each in a wheelchair had been moved across from the Cedar unit to spend some time with other residents in the main lounge. Residents in this lounge were clearly observed trying to engage those individuals in conversation and commented to them with encouragement. Later when the two residents had to return to the unit those residents in the lounge spoke to staff about how the visitors had got on and encouraging them to come back the following day.

Such comments gave the impression of a family atmosphere.

Feedback

Residents spoken to in the lounge all seemed happy to chat to Representatives. They all seemed to be very comfortable in their surroundings and were content with the care they received. It was a very friendly feeling and conversations included a number of subjects including the day's current affairs, recent weather and different types of cake.

Comments received from residents confirmed the good standard of food and service.

One resident was spoken to at length. She told us that after a long period living in sheltered accommodation she had made the decision herself to move into the home. ***"I was starting to let things get on top of me. I was really hopeless and the move made sense really. I knew a lot of people here and I knew that thinks would be O.K."***

Representatives spoke to a number of relatives who were visiting the home that day. One lady who told us that she visits most days told us, ***"I am happy with the care that my husband gets here. The staff have taken time to get to know us both very well. They are very supportive to his needs and I know that he can be very demanding at times so it's not easy!"***

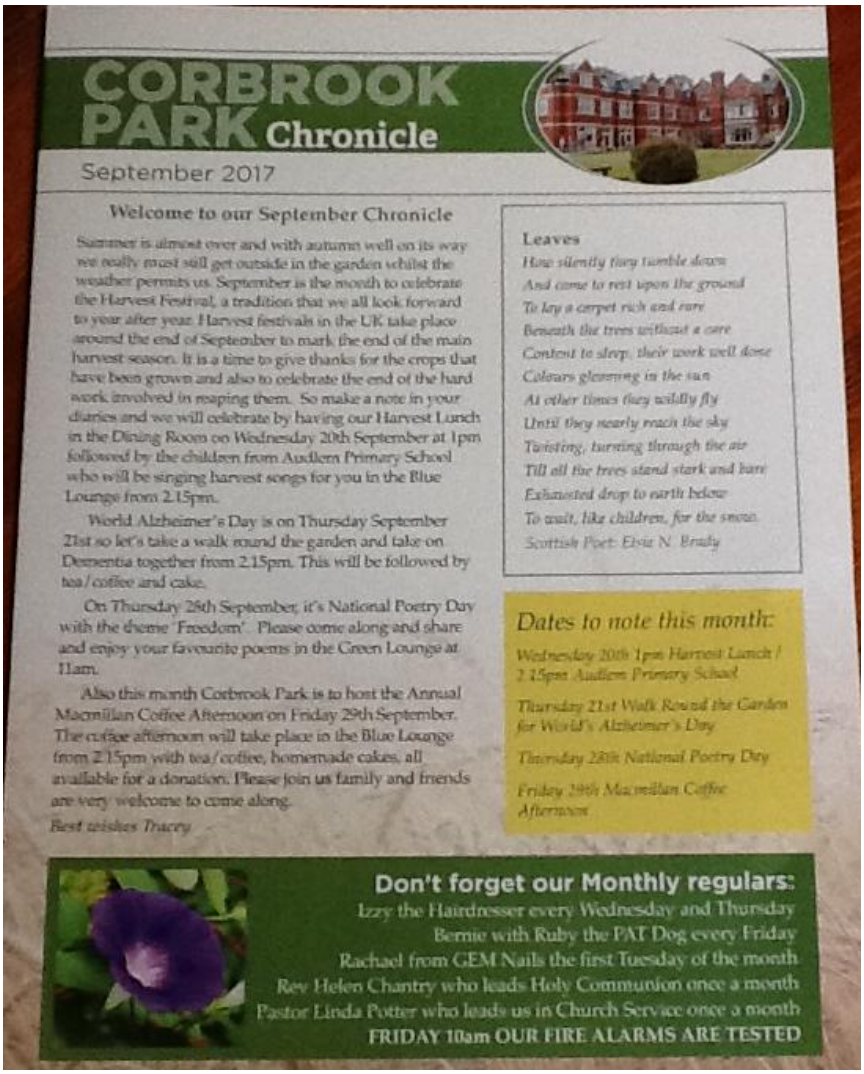
Another relative commented, ***"I leave here after a visit with the confidence that my mum is O.K. and she is getting everything she needs at her time of life. She loves it here!"***

Suggestions for improvement

The home has obviously made some big strides forward in recent months.
Representatives feel the home should celebrate this in some way that involves the local community.
The home should be proactive in forging links with the local Audlem community perhaps starting in a small way with a community fete or connecting with local schools as well as established local social and support groups.

Documents collectd on the visit

Representatives collected the following documents at the time of the visit –



CORBROOK PARK Chronicle

September 2017

Welcome to our September Chronicle

Summer is almost over and with autumn well on its way we really must still get outside in the garden whilst the weather permits us. September is the month to celebrate the Harvest Festival, a tradition that we all look forward to year after year. Harvest festivals in the UK take place around the end of September to mark the end of the main harvest season. It is a time to give thanks for the crops that have been grown and also to celebrate the end of the hard work involved in reaping them. So make a note in your diaries and we will celebrate by having our Harvest Lunch in the Dining Room on Wednesday 20th September at 1pm followed by the children from Audlem Primary School who will be singing harvest songs for you in the Blue Lounge from 2.15pm.

World Alzheimer's Day is on Thursday September 21st so let's take a walk round the garden and take on Dementia together from 2.15pm. This will be followed by tea/coffee and cake.

On Thursday 28th September, it's National Poetry Day with the theme 'Freedom'. Please come along and share and enjoy your favourite poems in the Green Lounge at 11am.

Also this month Corbrook Park is to host the Annual Macmillan Coffee Afternoon on Friday 29th September. The coffee afternoon will take place in the Blue Lounge from 2.15pm with tea/coffee, homemade cakes, all available for a donation. Please join us family and friends are very welcome to come along.

Best wishes Tracey

Leaves

How silently they tumble down
And come to rest upon the ground
To lay a carpet rich and rare
Beneath the trees without a care
Content to sleep, their work well done
Colours gleaming in the sun
At other times they wildly fly
Until they nearly reach the sky
Twisting, turning through the air
Till all the trees stand stark and bare
Exhausted drop to earth below
To wait, like children, for the snow.
Scottish Poet: Elvie N. Brady

Dates to note this month:

Wednesday 20th 1pm Harvest Lunch / 2.15pm Audlem Primary School

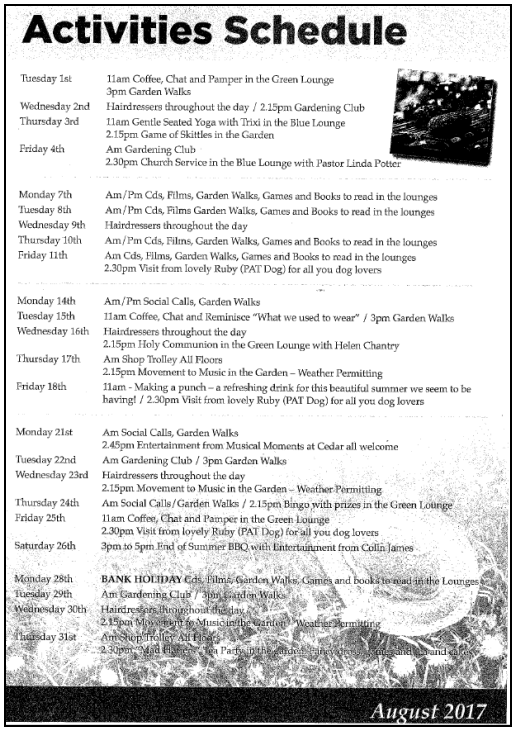
Thursday 21st Walk Round the Garden for World's Alzheimer's Day

Thursday 28th National Poetry Day

Friday 29th Macmillan Coffee Afternoon

Don't forget our Monthly regulars:

Izzy the Hairdresser every Wednesday and Thursday
Bernie with Ruby the PAT Dog every Friday
Rachael from GEM Nails the first Tuesday of the month
Rev Helen Chantry who leads Holy Communion once a month
Pastor Linda Potter who leads us in Church Service once a month
FRIDAY 10am OUR FIRE ALARMS ARE TESTED



Activities Schedule

Tuesday 1st	11am Coffee, Chat and Pamper in the Green Lounge 3pm Garden Walks
Wednesday 2nd	Hairdressers throughout the day / 2.15pm Gardening Club
Thursday 3rd	11am Gentle Seated Yoga with Trixi in the Blue Lounge 2.15pm Game of Skittles in the Garden
Friday 4th	Am Gardening Club 2.30pm Church Service in the Blue Lounge with Pastor Linda Potter
Monday 7th	Am/Pm Cds, Films, Garden Walks, Games and Books to read in the lounges
Tuesday 8th	Am/Pm Cds, Films Garden Walks, Games and Books to read in the lounges
Wednesday 9th	Hairdressers throughout the day
Thursday 10th	Am/Pm Cds, Films, Garden Walks, Games and Books to read in the lounges
Friday 11th	Am Cds, Films, Garden Walks, Games and Books to read in the lounges 2.30pm Visit from lovely Ruby (PAT Dog) for all you dog lovers
Monday 14th	Am/Pm Social Calls, Garden Walks
Tuesday 15th	11am Coffee, Chat and Reminisce "What we used to wear" / 3pm Garden Walks
Wednesday 16th	Hairdressers throughout the day 2.15pm Holy Communion in the Green Lounge with Helen Chantry
Thursday 17th	Am Shop Trolley All Floors 2.15pm Movement to Music in the Garden – Weather Permitting
Friday 18th	11am - Making a punch – a refreshing drink for this beautiful summer we seem to be having! / 2.30pm Visit from lovely Ruby (PAT Dog) for all you dog lovers
Monday 21st	Am Social Calls, Garden Walks 2.45pm Entertainment from Musical Moments at Cedar all welcome
Tuesday 22nd	Am Gardening Club / 3pm Garden Walks
Wednesday 23rd	Hairdressers throughout the day 2.15pm Movement to Music in the Garden – Weather Permitting
Thursday 24th	Am Social Calls/Garden Walks / 2.15pm Bingo with prizes in the Green Lounge
Friday 25th	11am Coffee, Chat and Pamper in the Green Lounge 2.30pm Visit from lovely Ruby (PAT Dog) for all you dog lovers
Saturday 26th	3pm to 5pm End of Summer BBQ with Entertainment from Colin James
Monday 28th	**BANK HOLIDAY** Cds, Films, Garden Walks, Games and books to read in the Lounges
Tuesday 29th	Am Gardening Club / 3pm Garden Walks
Wednesday 30th	Hairdressers throughout the day 2.15pm Movement to Music in the Garden – Weather Permitting
Thursday 31st	Am Shop Trolley All Floors 2.30pm Visit from lovely Ruby (PAT Dog) for all you dog lovers

August 2017

Ice Cream Word Search

ICE CREAM SPRINKLES SHERBERT
SORBET FROZEN YOGHURT
SCOOP CONE SUNDAE
CHOCOLATE VANILLA WAFERS

S	O	R	B	E	T	A	Z	E	N	C	H	O	V	D
K	I	P	M	L	S	S	W	X	E	N	O	C	A	O
O	Z	X	G	Y	K	Z	A	T	T	F	D	B	N	R
C	Y	T	C	H	O	C	O	L	A	T	E	R	I	S
L	W	Q	R	Y	X	I	C	S	G	R	L	P	L	H
P	F	M	T	P	T	P	E	F	Y	U	C	I	L	E
O	T	X	K	Q	V	L	F	B	X	H	G	K	A	R
O	O	T	L	Q	K	W	H	Z	P	G	R	Q	G	B
C	T	R	J	N	O	A	J	E	R	O	T	X	H	E

Feedback from Provider of Service

We were very happy with the arrangements as we had been notified on 9th August, that an Enter and View would take place by the local authority on and we are always more than happy to welcome external professionals and showcase the valuable and essential work that our staff, do to provide excellent care for members of our community.

The staff were all very pleased with the visit and found the representatives to be very friendly and approachable.

The residents spoken to, also commented on how friendly the Representatives were and said that it was lovely to chat with them and that they enjoyed the time that they spent in the home with them.

Following the visit from Healthwatch, we are looking to be more involved within our local community. We have already started advertising any job vacancies on their Audlem on line site and we now have regular twice weekly visits from the local vicar, as well as visits from the village school choir to sing for our residents.
We are also looking at hosting an event in the Summer of 2018 that will involve the community and around the theme of 'The West Midlands Agricultural Show', as a lot of our residents have links with the local rural community and this should be an enjoyable event.
We have our annual Carol service planned for 12th December at the Abbey in Shrewsbury which is also thoroughly enjoyed by everyone too.
LESLEY SMITH, DEPUTY MANAGER - 27/09/2017