Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**Cypress Court, Broad Street, Crewe, CW1 3DH**
Date and Time	**21st June 2017 - 2pm - 4pm**
Authorised Representatives	**Susan Moore and Hilary Tidey**
Staff Present	**Mr Bejoy - Deputy 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 the work plan agenda for 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 local authority 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

- **The overall impression of the environment was very favourable e.g. clean, light bright and airy with no odours.**
- **Our Representative's general impression of the facility was one of attention to detail. E.g. Fresh flowers in the dining room.**
- **The building is modern and accessible having light and airy surroundings and internally is well presented and furnished.**
- **The home benefits from having an outdoor space with seating in a small garden area.**
- **Bedrooms are a comfortable size, all with ensuite toilet and washing facilities.**
- **Adapted bathing facilities available.**

General Information

Cypress Court Care home provides residential and nursing care. The service does not provide facilities for clients requiring dementia care. It provides up to 58 beds for residents.

Environment

Situated near the centre of Crewe, with ample car parking facilities at the front, Cypress Court is a fairly modern building. We were informed recent alterations had further extended the front of the premises.
The building has two floors. The upper floor is accessed via a lift or stairs.
Representative's Initial impressions were that the building was light and airy - a well kept clean and fresh facility.

Representative's general impression of the facility was one of attention to detail. A well presented notice board in the entrance/nursing station had cartoons about caring and providing for people's needs. Representatives felt that this illustrated a strong message of care from the outset to the visitor. Notices about the forthcoming open day were visible.

Outside to the rear of the property is a garden. This has a pleasant paved section. Though not planted out with many flowers baskets or tubs, the area was easily accessible and benefitted from a removable gazebo that had been erected to provide shade when sitting. On the day of our visit, when the weather was hot and dry, we did not observe any residents outdoors.

The dining room was a bright and airy room, looking out on the rear garden. The décor was good and there were fresh flowers on the tables. Tables were set for up to four residents at each and a daily menu was shown clearly on a wall board. We were told by staff that smaller portions could be ordered. We were informed there is a choice of puddings. There was a large clock in the dining area that was clearly visible.

In the downstairs lounge, again a comfortable room, there was a variety of supportive armchairs. The lounge was mainly used for socialising, meeting visitors and for the activities provided by the Activities Coordinator.

In general all bedrooms viewed were a good size, again light and airy, with ensuite toilet and washing facilities. All beds appeared to be adjustable height, many with safety sides. Although we did not see evidence of air conditioning in the building in general, all the bedrooms, and common areas we observed had fans switched on.

We were shown one of the adapted bathing facilities by a nursing assistant. This was the latest adjustable, easy access bathing/showering equipment and provided both support for the staff and user. It also offered some degree of personal independence for those residents who could take advantage of this bathing/showering equipment.

Health and Wellbeing

Representatives arrived at 2.00 pm. At this time most of the residents were in their own room resting in bed. We do not know if this is the general pattern, residents may rest after lunch, but perhaps because of the heat of the day most were sleeping or resting with fans in their rooms. We estimated up to 48 residents were in bed. We did not observe any visitors in their rooms.

Staffing –

Staff were very welcoming, Mr Bejoy met us but explained that he was about to leave and therefore, we could not talk further with him. We had opportunity to talk with other members of staff including an activities coordinator, a nurse assistant on duty, and the housekeeper. We were able to walk around unaccompanied on both floors. We were also able to talk with residents and some visitors in the main lounge.

The staff we did talk to were willing to give time to discuss/answer any questions and in general appeared caring and very committed to providing a good service for residents.

We were told that there are regular relatives/residents meetings with the staff and recorded minutes of meetings/actions require and monitored.

We would have liked to talk more to the Activities Co-ordinator or have seen an activity in action but she had just finished and was leaving for the day. Representatives understand that there are two part-time Activity Coordinators but the other one was not on duty during our visit.

The nurse assistant kindly showed us around part of the ground floor, particularly the adapted bathing facilities. She was very helpful. Two members of staff were observed providing drinks.

We found and spoke to the housekeeper who appeared very committed to his job – he talked about the difficulty of keeping the carpeted floors clean (although they appeared clean). The housekeeper was very environmentally aware and would have liked to be able to provide a little background music in some sections of the building.

Generally we did not observe many members of staff on duty, particularly on the top floor.
From our observations, however, we concluded that staff respect the dignity and privacy, of the residents for example when residents were resting in the afternoon, they were given privacy and ensured the fans were working in each room.

We did not observe any other healthcare professionals on site.

We had the opportunity to talk to a few residents and their visiting relatives in the lounge and some of the comments are listed below:-

Feedback

Care - resident's / relatives comments:

- Like the latest bath
- Can have what you want (in reference to food choices)
- Staff come and wake us up
- Bring cup of tea and toast to bed
- Staff help if we need it
- Staff come and tell us when it is bedtime and take us to bed
- Staff take time to talk and discuss
- Staff are committed
- Residents comments included -
    - They felt listened to
    - They are consulted about choice of food and activities
    - They tell us that they are treated with dignity and respect

Activities and community links

There are two part time Activity Coordinators providing a service over four days:

- They provide a large variety of activities e.g. for men it can be dominoes / beer tasting
- An Open Day is on the current agenda and advertised on the main notice board.
- The activities are varied and a programme of activities is pinned up in each bedroom including sensory activities and quiz groups.
- Relatives are involved in what is happening in the Care Home and there are regular documented meetings between the management and the relatives
- We did not observe residents involved in daily living tasks, e.g. laying the table, gardening
- A relative of a resident visits regularly to sing

Suggestions for improvement

- Representatives feel that there is scope for improvement by providing the outside garden area with some large flower pots/tubs providing easy access for residents to be involved with gardening.
- Involvement by residents in some of the daily activities such as meal planning, table setting and providing and promoting a greater range of activities that would allow further involvement.

Feedback from Provider of Service

No feedback received from the provider of service.