Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**Elm House 76 Pillory Street, Nantwich CW5 5SS**
Date and Time	**10th July 2017 arriving at 2.00 pm**
Authorised Representatives	**Hillary Tidey, Neil Garbett**
Staff Present	**Steve Maddock - 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

- **Welcoming atmosphere on arrival**
- **Staff observed as caring, supportive and considerate to residents**
- **Clean open environment with plenty of natural light**

General Information

Located only a short walk from the centre of Nantwich town centre Elm House is a two storey purpose built home providing residential care for up to 40 elderly service users. The home is registered for the elderly and those with dementia and physical disability. At the time of our visit we were informed by the manager that Elm house had 38 residents.
The home is managed by Minster Care Group who took over ownership from CLS Care Services in 2016.

Environment

Elm house is a purpose built establishment. Adjacent to a busy main road the property is surrounded by grass, trees and bushes and there is good car parking at the front of the facility.

On arrival the main door/porch area into the building was open although further access was through a key coded door. A visitor's book was immediately available for signing. Representatives noted our own Healthwatch initial correspondence letter prominently displayed as requested on the notice board in the porch area.

The bell to get into the main building was not easily located - though staff came and answered the bell quickly. On entering the home we had a very pleasant welcome from the manager.

The defibrillator machine was in a prominent place in the entrance area.

The entrance hall itself had a number of safety notices prominently and neatly displayed alongside photographs of residents involved in activities. A large activities timetable was also clearly displayed, however, the range of activities did appear to be limited and repetitive with lots of bingo featured.

Other areas:

Main lounge dining room – This is an open plan area split into two parts. The dining room part was set out neatly with tables laid out ready for a meal with 26 seats available. Representatives were unable to find a displayed menu.
The kitchen was situated adjacent to the dining room and could be seen through the door which was left open. A large trolley of pre-prepared and cling filmed sandwiches was observed (presumably evening tea). Representatives were surprised at 2.30 p.m. to note that these were being stored at room temperature for consumption presumably several hours later.

The lounge area was furnished with a range of comfortable seating, low tables and a television. At the time of our visit some residents were watching the tennis from

Wimbledon. The area felt generally uncluttered and there appeared to be enough space for walking aids (sticks, frames and strollers). Where residents were sitting close together there did appear to be a lot of equipment in one place.

Representatives understand that this lounge area is furnished with a hearing aid loop system. Reading materials were available from a bookshelf and a number of residents were reading newspapers.

Reminiscence pictures and artwork were neatly displayed throughout the building.

Adult colouring books and crayons were available in the dining room tabled area. One Representative sat for a while with two residents involved in a colouring activity. They both commented that they enjoyed finishing off a picture. Although two tubs of crayons were available by the end of the session nearly all were blunt and there appeared no pencil sharpener available. We were told that the activity coordinator probably had this but she wasn't in at the time.

Bedrooms – These are located both upstairs and downstairs. Each room had the residents name on the door. Viewing these suggested that the residential numbers were made up predominantly of ladies. Representatives viewed an unoccupied room – this was of reasonable size and had a washbasin and though not fully en-suite, toilets and showers were nearby. We were told by a member of staff that residents were allowed to bring in small pieces of furniture of their own along with knick-knacks and photographs.

Toilets/bathrooms – All areas observed were clean and well equipped. We viewed a large bathroom (with assisted bath and hoisting equipment) and separate toilets with grab rails. There were a small number of shower rooms with grab rails and a shower chair in each.

Other areas – There was a quiet lounge that was well furnished but unoccupied when we went by. Other quiet seating areas were observed created in spaces at the end of landings and at the top of the stairs - one of which had a comfortable armchair near a bookcase filled with a range of both fiction and non-fiction books.

The upstairs was accessed by one of two staircases or a lift.

In the upstairs area there were additional bedrooms and small rooms for relaxation furnished with chairs. These did not appear to have any equipment for listening to music/radio TV etc.

We were concerned about the fire exit on the first floor. The door itself was adequate, however, observations through the window on the door indicated the Fire door led out onto small steel platform and steps. The platform area itself appeared suitable, however, it was covered with moss and tree detritus and looked slippy. As this was felt a safety concern it was pointed out to the manager prior to Representatives leaving.

Gardens – Elm House has extensive gardens that appeared well tended.

General – Throughout the home carpets and flooring appeared in good condition and equipment e.g. hoists and wheelchairs were stored appropriately away from normal access routes. The home was well decorated throughout. A number of floral displays were evident throughout.

The home itself benefits from lots of natural light coming into the building.

Health and Wellbeing

Many of the residents appeared to have mobility problems and required the use of walking aids or wheelchairs. In most cases these were stored appropriately though one area of the lounge, where residents were sitting, did seem to have a lot of equipment in one place.

At the time of our visit most residents appeared relaxed and content and were either relaxing in their own rooms or watching TV in the main lounge. We observed one lady upstairs in a small lounge on her own. Other smaller lounges were pleasant but we felt they were not regularly used. We did not see any magazines or reading material or games/activity tasks in these smaller lounges.

Staff wear blue uniforms and are easily recognised.

Whilst wandering around upstairs we overheard a conversation between a staff member and resident which was very friendly/chatty and supportive. There was obviously a close rapport and regard between them.
Also whilst upstairs a member of staff was observed carrying two mugs of tea in her hand. We felt that a small tray should probably have been used for this for safety and spillage reasons.

A Representative spent some time with one gentleman who gave positive feedback about his care. He recognised he and his family could not cope at home. He was supportive of the staff and the care home in general. He needed help with mobility and self care. He liked the idea of having a visiting Minister.

Feedback

One resident commented the food was, ***"OK not great"***

Two volunteers from St Vincent de Paul were spoken to by Representatives. They told us that they visit Elm House once or twice a week. They commented that they go to other homes and felt Elm House was quite good.
Another visitor spoken to commented that she would like to see more activities going on for residents.

Suggestions for improvement

- Power-wash/remove moss deposits from exterior fire exit platforms.
- Representatives feel that a greater range of activities would enhance resident's wellbeing.

Feedback from Provider of Service

Activities - A lot of one to one work takes place with residents, which is not clearly identified on a notice board. Residents are asked what activities they would like and the activities Co-ordinator sets the calendar accordingly and will facilitate individual's choices and ideas. Bingo is a favourite. Trips to local pubs, garden centres, steam railway visit with afternoon tea and shopping outings have taken place over the summer months. Outside singers and musical movement exercise takes place regularly.

Cooks / staff reminded that all sandwiches must be placed in the fridge once made. Staff currently undertaking Food Safety Training.

Menu not on display – This should have been on display for everyone to see and a menu will be on display in the future.

Elm House there is one upstairs lounge which as a TV which can also play music. This is resident's choice if they have music/TV playing or not. Residents have access to the small lounges and often use them for visitors and quieter times all have TV`s and music available. One lady chooses to sit upstairs on her own.

Fire Exit The handyman checks and cleans the external fire escape on a weekly basis.
The weather had been particularly bad that week and the moss above has been cleaned from the gutters above the area. The platform area was holding some rain water but had been re painted and sanded to prevent slipping. The moss was around the outside of the area and not causing an hazard.

Staff often find trays difficult to use, There are trays available and trolleys to ensure staff / residents are safe from harm when staff transport drinks around the home especially upstairs.
STEVE MADDOCK - HOME MANAGER -11/09/2017