Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**The Cedars, Brookfield Dr, Holmes Chapel, CW4 7DT**
Date and Time	**Tuesday 29th August 2017**
Authorised Representatives	**Chris Banfi, Neil Garbett and Rachel Cornes (observing)**
Staff Present	**Samantha Robinson - Manager Hazel - Activities Co-ordinator.**

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

- Evidence of activity being directed, organized and enjoyed
- Positive feedback from residents and visitors with opportunity for Representatives to interact with all.
- A general happy atmosphere
- Enthusiastic and dedicated staff team
- Newly refurbished hairdressing suite.

General Information

Located only a short walk from the commercial centre of Holmes Chapel centre in an area of private housing and retirement bungalows. The Cedars is a two storey purpose built home providing residential care for up to 27 elderly service users. The home is registered for the elderly and those with dementia and physical disabilities. At the time of our visit we were informed by the manager that The Cedars had 18 residents that included many residents who were receiving respite support for a number of reasons..
The home is managed by Minster Care Group who took over ownership from CLS Care Services in 2016. The home was inspected by CQC under the previous ownership (6th December 2016) who rated the service overall as good. The home was rated as 'good' in relation to Safety, Caring, Responsiveness and Leadership but in the one area of 'Effectiveness' the home was rated as Requiring Improvement - with an area for training flagged by the inspectorate. Representatives understand that these training issues were resolved very quickly after the inspection.

Environment

The Cedars is a purpose built establishment. Adjacent to a quiet residential road the property is surrounded by grass, trees and bushes and there is small car park at the front of the facility and additional on street car parking nearby.
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 were met by the manager, Samantha Robinson who offered us refreshments and time to talk in her office. Samantha explained that she had a nursing background and had been in post at the home from May 2017. She was able to outline some of her plans for the home including boosting numbers of residents. She explained that currently many residents were receiving respite support for a number of reasons although many of these were moving to a point of needing permanent care. Samantha felt that the changeover of home ownership had had little impact on residents. She had, she felt, made one important appointment since starting, that being the new maintenance Officer, who had moved from the care home she previously worked in and who she described as being, ***"… Very reliable - will come in on day off to attend to problems. You can't leave someone vulnerable."***

Walking around the home Representatives felt that decoration was generally good throughout. The home appeared clean, corridors were uncluttered and bathrooms viewed appeared hygienic and fresh.

We were told by both the manager and Maintenance officer that there is a programme of gradual refurbishment ongoing with two bedrooms having undergone complete refurbishment. The maintenance Officer told representatives that in terms of overall improvements he gets, ***"Good support,"*** from both the Manager and Minster Care.

Representatives understand that residents were consulted in relation to colour schemes for bedrooms etc. and other plans include putting up a new mural up in the dining room (something that is planned overnight to avoid disruption). A new hairdressing room had been refurbished and was viewed by Representatives.

We were able to view one of the bedrooms that was near to the end of the refurbishment process. The room was light and airy.

Downstairs main areas include the main lounge and integral dining area. Furniture seemed appropriate with a range of chairs tables and side tables for drinks.

An adjacent kitchen could be viewed through an open hatch. The conservatory, which lead off the lounge, had a door leading onto a fenced and (in terms of planting) established garden area that is not overlooked. A small patio and seating area with a canopy was available for residents. Representatives though were told by two residents and a member of staff that the garden was rarely used.

The home was clean and odour free. Samantha told us that any accidents are cleaned immediately and are steam cleaned as necessary. We looked at bathrooms and communal toilets – (only 8 rooms are en-suite.) All areas including the sluice, laundry room and medicine room were very clean and well organised. The medicine room was locked and the cupboards inside also were locked. There was a basket of medicines on the floor waiting to be collected by the pharmacy. Sam has underlined the need for staff to check the controlled drugs on each change over. She told us that all medicines are checked by her each week.

We were told that staff are very proactive with residents - when a visitor brings a new item of clothing they will mark it with a laundry pen immediately.

Other Wellbeing -

- The local doctor comes out from the Holmes Chapel surgery every Tuesday, regardless of need but will also attend on call outs when someone asks specifically.
- Sam is thinking of introducing a "Topic of the Month" perhaps based on the season or a festival, which will benefit staff and sometimes residents.

Health and Wellbeing

Since her appointment Samantha told us that she has introduced more rigorous training audits and more stringent medicine checks at the home. She showed us the book filled in in red and black ink to make it easier to check this adding that, ***"Minster Care also carry out monthly reviews of the audit system."***
Sam has also introduced a key worker scheme - each resident has a care worker who checks their clothes and toiletries and communicates with relatives.

A key code system has recently been introduced at the home to limit access to the stairs. We were told by the manager that this is to protect the more vulnerable residents.

Those residents with mild dementia are on the ground floor. Those that have no problems with stairs can ask a member of staff to unlock the door so that they can maintain their ability to use the stairs.
All residents were downstairs when we visited. Samantha told us they prefer to be where it is busier. There is a quiet lounge upstairs for those that wish it. This is often used for family visits. We also saw a well equipped kitchen upstairs for use by residents and their visitors. There is a call alarm system in place. In Samantha's office we noticed a number of hoist batteries on charge. We were told that this is to ensure that the emergency use of a hoist is never compromised.

There is a transparent system on display referring to each room occupancy and each Resident's needs. However there is a code in place to ensure confidentiality. The home was open enough to show representatives the filing system that looked well organised. The manager told us that her office is never locked and her computer can be used by other staff.

She has recently ordered new cushions and blankets for use in the lounge. The blankets will be cleaned each night by the night staff. This is to provide extra comfort to the residents.

Staffing – We were told that there are three carers on duty during the day and two at night. (includes 1 senior carer). At the time of our visit nearly all residents were located either in the lounge or dining area and staffing seemed adequate.
We observed staff and residents interacting well and happily. Residents were treated with dignity and discretion.

Training – At the time of our visit a small number of staff were receiving training being delivered in a corner part of the dining room area. Representatives observed some of this (with encouragement from the trainer). We looked on this as a positive and were impressed with the detail and quality of the training, however, as a negative we feel that the subject matter of the training (continence pads and pants) was probably inappropriate for a dining room location and maybe a spare room or office could have been used for this with little disruption.

Food /Meals – A representative spoke at length to the cook at the home who was hugely enthusiastic about his work for residents. He was able to show planned menus as well as examples of specialist dietary information for certain residents. The kitchen viewed through the serving hatch looked clean and well organised.

Activities – This was a highlight of our visit Hazel the activities co-ordinator commented. ***"I've never worked in a home that's so pro-active with regard to activities."***
Representatives found Hazel to be extremely enthusiastic and friendly she was keen to talk to Representatives and tell us (with photographic evidence) about what had been going on below are just a few highlights:

- We were told that Hazel plays the saxophone and plays for residents as an entertainment
- There are also a couple of pet dogs that are brought in to visit the residents.
- Residents had recently been to Wheelock Farm - photos on display of the visit. This had been Particularly enjoyed by one of their male residents who had been a farmer – We were shown a photograph of him on a tractor thoroughly enjoying himself me his photo where he is looking very engaged. At the time we were speaking residents sitting near us chipped into our conversation to comment that they had enjoyed the visit.

- There is no minibus but staff are happy to insure their own cars to take residents out. Staff also volunteer to come in on their days off to help on trips.
- Hairdresser Cheryl comes in on Wednesdays but will do other days if required - one lady had her hair done for a family wedding. Staff will also do nails etc - some have a beauty background.
- The local Sainsbury's shop - 'Sainsbury Local' - delivers out of date flowers to the home for use in flower arranging sessions.
- Sam came in unexpectedly one afternoon and was pleased to see residents and staff interacting and enjoying a cinema afternoon where a buffet and ice cream were on offer.

Hazel with her planner	*Activities photographs*

We were told that although Minster provides a good budget for activities, Sam is planning a Sky Dive to raise money towards the activities fund at the home. She also told us that she likes to be able to provide spur of the moment extras like a fish and chip supper.

We observed a volunteer arrive from a local senior school. Hazel said that there were a few volunteers who came in. Schools also visit at Christmas and Easter. Residents often have often have entertainment from visiting musicians e.g. an accordion player from Macclesfield and a pianist.

We noticed that the TV was not on at any time during our visit. Residents were interacting with each other in conversations and some were playing in a domino competition (there was a weekly trophy for this)organized by Hazel and joined in by one of the Representatives.

Samantha told us that she had organised a relatives meeting but only one person turned up. She told us that she is currently exploring ways to involve more residents and friends in the home with an idea of holding a social night.

Feedback

Representatives were able to speak to a number of residents, relatives and staff during the visit. Some of the comments they made are recorded below.

Staff comments –

- We spoke to a carer who was training to be a care team leader. This includes meds, paperwork, liaising with doctors and observations of bloods etc. She told us that she is very pleased with her raining and happy to be working towards a higher qualification. ***"I have had good support since coming to The Cedars."***
- We spoke to another staff member who has a nursing background. She felt she can receive better training and experience at The Cedars.
- Another staff member told us, ***"I feel supported in my work."***
- One member of staff said, ***"I enjoy my work. It is good to do one's best for the residents."*** They also commented that they felt the staff team, ***"Is good."***

Residents comments:

- ***"They look after us here."***
- ***"I know this is the right place now – I will stay here." (Resident who had moved from respite to full time care)***
- ***"I usually win at dominoes!"***
- ***"The food is good and my room is really nice."***
- ***"I have plenty of time to do what I really want to do."***

Relatives comment:

- ***"It was difficult finding a place for my missus here. She has now got MS quite badly and I was struggling at home. We're OK now, she is happy and I come most days. This is a good place."*** The same gentleman also commented, ***"We have had a couple of problems but these have been sorted out smartly. The manager and her staff are really approachable."***

Suggestions for improvement

- **Review locations for training - away from residents**
- **Consider ways to use the garden more effectively**
- **Consider marketing opportunities for the home with the local community.**
- **Lift refurbishment / renewal**

Additional Comments

Representatives would like to thank Samantha and all staff, residents, relatives and visitors for their hospitality and being so welcoming and open during the visit

Feedback from Provider of Service

The Cedars is not registered Dementia but the statement of purpose has been updated as to how we provide a good quality person centred service to those individuals living with mild Dementia. SAMANTHA ROBINSON - HOME MANAGER 19/09/2017