Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**The Elms** **Elm Dr, Crewe** **CW1 4EH**
Date and Time	**Thursday 10th August 2017**
Authorised Representatives	**Neil Garbett and Keith Millar**
Staff Present	**Tina Bracegirdle – Care Team Leader**

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 friendly staff
- Homely family friendly atmosphere
- Lovely courtyard garden area
- Clean caring environment
- Evidence of activities and trips out
- Opportunities to have long conversations with residents.

General Information

Located about a mile from Crewe town centre in an area of mixed housing (private and housing association houses and bungalows) and near to two small parades of shops, The Elms is a purpose built facility providing care for up to 41 residents.
The home is owned and managed by Minster Care Ltd who took over home late 2016 from the previous owners CLS.
The home is close to public transport routes and has adequate parking. At the time of our visit we were told the home had an occupancy of 40 residents.
The home provides some residential respite care and in addition provides day care for one individual. It is registered for care categories - Mental Health Condition, Old Age and Physical Disability.

The home was last inspected by CQC in August 2016 (when under previous ownership). This report assessed the home as having an overall rating as Good.

The home faired as Good in four areas but was assessed as Requiring Improvement in some safety issues that related to staffing levels and storage of equipment.

Environment

The front of the home provides adequate car parking and the main entrance to the home is clearly signed.

We were welcomed into the home by Tina Bracegirdle. We noted that the front door of the home was through a coded door into a bright entrance hall decorated with displays that included an activity timetable, some "what's on" information as well as examples of activities that had taken place at the home as well as trips out.

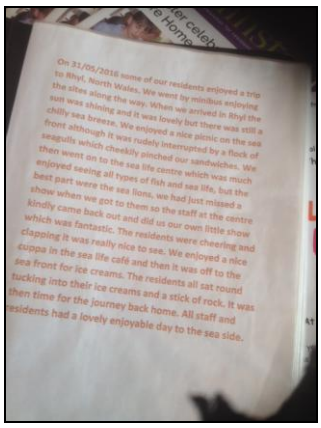
Entrance hall displays also included fire evacuation notices as well as other statutory forms e.g. Insurance liability, food hygiene and the summary page from the latest CQC visit.

A defibrillator pack was also positioned in the entrance hall.

On the day of our visit the weather was good and doors opposite the main entrance were open into a beautiful well planted courtyard garden. Offices were positioned either side of the main entrance.

Corridors in the building were well carpeted and clean throughout. An extended rectangle of corridors linked parts of the home together and Representatives initially toured the whole ground floor route passing and observing a selection of lounges, bedrooms, bathrooms, toilets and utility areas. Corridors were decorated in mainly neutral colours

with the commercially produced and (fairy bland) artwork picture hung in the odd empty wall space.



Some examples above of the displayed material in the entrance area.

Lounges – the home has a number of lounges for residents. One slightly larger lounge has a conservatory extension. Chairs and furniture in each lounge were appropriate with most lounges having a TV. One Representative spent some time in the smaller of the two lounges on the ground floor chatting to residents and observing what was going on around the home. Residents were keen to chat and comments are recorded in the feedback section of the report.

Bathrooms / toilets – those viewed were all clean and functional. Hoists were fitted where appropriate.

Bedrooms – These appeared neat and comfortable. We were told that residents were able to bring into the home small pieces of furniture from home for their own rooms. None of the bedrooms have en-suite but toilets are generally located nearby in the corridor.

Dining room – This appeared functional and of reasonable size and decorated in a neutral style. Tables were arranged in groups with four chairs at each table. All food is cooked on the premises and we were told that a number of menu choices were available each day. A member of the kitchen staff showed us the selection book from the kitchen guide.

Laundry – Located on the ground floor this was accessed through a locked key coded door – it appeared functional, well organized and clean.

Courtyard Garden – This was a lovely relaxing space. This well maintained and well planted area benefits from flat paved spaces making movement easier and has been furnished with a variety of seating, tables and parasols. Representatives sat for some time talking to residents in this area who were enjoying light refreshments in the afternoon sun.

Health and Wellbeing

Residents appeared to be well looked after, well dressed and content. In terms of walking aids residents appeared to have appropriate equipment and the lounges seemed large enough to cope with stored frames and trolleys without providing trip hazards. All chairs appeared clean as were all surface areas viewed.

During our visit a total of three residents were observed leaving the home with a relative or friend. We were told that there was an open policy in relation to visitors and that many of the residents enjoyed family visits and trips out.

Feedback

We spoke to a number of residents and staff during the visit. All residents spoken to seemed happy about their care and the way that they were respected and treated by staff. Other comments included:

- ***"I like it here. The staff are helpful and look after us well."***
- ***"When I came here it took me a while to settle here as I had lived independently all my life and have travelled a lot but now I realise that it was the right thing to do and I am happy. I think this is a good home generally."***
- ***"The staff are always helpful."***
- One resident who had neurological difficulties put her thumbs up when asked if she was happy with the care.
- ***"We sometimes have some good trips out."***
- ***"I used to live locally. It's nice that my family can pop in to see me."***
- One relative who was calling at the home to pick up his father commented, ***"We, as a family, are happy with this place. My dad does OK here. The staff are very thorough and caring. All is good really!"***
- A resident who had experienced care in another home locally commented, "This is much better than where I was before. I feel a lot more settled here."

Suggestions for improvement

- A greater range of artwork around the home in corridors and dining areas – examples might include black and white still of "old Crewe" reproduction movie posters and advertisements.
- This home is located in the heart of the community – it would be good to see evidence of greater input from members of that community into the home including input from local schools.

Feedback from Provider of Service

I wasn't present at time of visit, but feedback from staff was very positive about the visit, they said that they were put at ease and didn't feel uncomfortable in communicating with the representatives and that the residents commented how nice they were.

With regard to the last CQC report – we have an ongoing recruitment process, to

increase our night staff team, and have also recruited more flexi staff to reduce any Agency usage.

We have taken on board, the comments regarding the bland décor and need for more artwork around the home; we are looking at adding colours in the first instance to the bedroom doors, and also sourcing appropriate reminiscence art work.

NICHOLA BRENNAN - HOME MANAGER - 11/09/2017