healthwatch Cheshire East

Enter and View Report

Church House

25th October 2022

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Report Details

Address	Coole Lane Austerson Nantwich CW5 8AB
Service Provider	Akari Care Ltd
Date of Visit	25th October 2022
Type of Visit	Unannounced
Representatives	Grace Owen Alison Langley Philippa Gomersall Sue Aucutt
Date and detail of previous visit by Healthwatch Cheshire East	5th February 2020

Acknowledgements

Healthwatch Cheshire East would like to thank the service provider, residents, visitors and staff for their contribution to the Enter & View Programme.

Disclaimer

This report contains information gathered by Healthwatch Cheshire Authorised Representatives (ARs) whilst undertaking an Enter and View visit

on the date specified above. It provides an account of what was observed and presented on the day, including information gathered during conversations with residents and/or staff and/or family members/friends.

Where relevant additional information will be included from residents and/or staff and/or family members/friends collected through surveys and/or online feedback prior to or post the site visit.

What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of trained staff and volunteers, who are prepared as “Authorised

Representatives" to carry out visits to health and social care premises to find out how they are being run and, where there are areas for improvement, to make recommendations.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports, which include feedback from the service provider, are circulated to the service provider, commissioner and the CQC and are made publicly available on the Healthwatch Cheshire websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view.

Purpose of the Visit

- To engage with service users of the named service and understand how dignity is being respected in the care home environment
- To observe the care provided at this home, looking at a number of key themes; Environment, Food & Drink, Safeguarding, Staffing and Personal Care
- To observe residents and relatives engaging with the staff and their surroundings
- To capture the experience of residents and relatives and any ideas they may have for change.

Methodology

This Enter & View visit was carried out with prior notice.

A visit with prior notice is when the setting is aware of a timeframe within which we will be conducting an Enter & View visit, but an exact date and time are not given.

To enable us to check that there are no health outbreaks at the premises that would prevent the visit taking place for infection control reasons, this Care Home was made aware that we would be coming on the morning of the visit.

Preparation

In preparation for an Enter and View visit the Authorised Representatives who will be carrying out the visit conduct research that involves reviewing:

- The latest CQC report from a routine inspection of the service
- Any previous Healthwatch Cheshire Enter and View reports
- The Care Home's information held on the Carehome.co.uk website
- Entries on social media platforms
- Comments held on Healthwatch Cheshire's feedback centre
- Information received by Healthwatch Cheshire as a result of undertaking surveys.

On the day of the visit the Authorised Representatives hold a briefing to discuss findings from their individual preparation, and decide as a team how they will carry out the visit, and any specific areas of focus based on this prior knowledge.

Description and nature of service taken from Carehome.co.uk

Type of Service

Care Home with nursing – Privately Owned Registered for a maximum of 44 Service Users

Registered Care Categories*

Dementia and Old Age

Specialist Care Categories

Alzheimer's, Cancer Care, Colitis & Crohn's Disease, Epilepsy, Hearing Impairment, Multiple Sclerosis, Neuropathic, Orthopaedic, Parkinson's Disease, Speech Impairment, Stroke, Visual Impairment

Other Care Provided

Own GP if required, Palliative Care, Respite Care

Group/Owner

Akari Care Ltd

Person in charge

Christopher Edwards (Home Manager)

Local Authority/Social Services

Cheshire East Council

Admission Information

Ages 65+.

Room Information

Single Rooms 44

Shared Rooms 0

Rooms with ensuite WC 17

Languages Spoken by Staff (other than English)

Tagalog

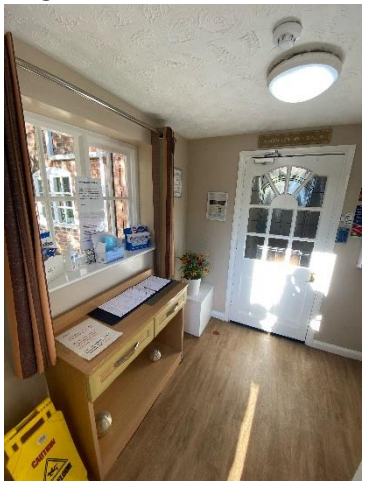
Facilities

Gardens for residents, Lift, Own Furniture if required, Phone Point in own room/Mobile, Residents Internet Access, Smoking not permitted, Television point in own room, Wheelchair access

Details of Visit

Environment

Church House is a two-storey home which is situated off a quiet country lane, around 2 miles from the historical market town of Nantwich which has a wide variety of shops, eating places and supermarkets, regular markets, a Civic Hall and bus station. It is situated about a mile from a popular lakeside walk and open green spaces. The home is well signposted and easy to find. It has a pleasant, welcoming car park and main entrance. The car park is a good size and surrounded by mature trees. The building is a 200-year-old farmhouse with modern extensions and appears to be in good condition.



We were greeted by the Activities Coordinator, Gail, who then went to find the Manager, Chris Edwards, who was very welcoming and asked us how we would like to conduct our visit. It was decided that we would first chat to him and he would then show us around the home thus allowing us to talk to residents and staff during the course of the visit.

This report will detail our observations and findings of our visit.

Visitors to Church House enter the home via a small porch where you sign in before ringing the bell. There was an inner reception area with stone fire place, comfortable chairs, and a wide variety of information and activity boards; this area felt very homely and welcoming.

The home has 44 bedrooms but at the time of our visit only 31 were occupied. We were pleased to see that there is a consistently high standard of cleanliness throughout the home and all areas are free from unpleasant odours and the home looks well cared for.

The home is furnished to a high standard and the corridors are well lit, free from trip hazards and there are hand rails. The corridors are decorated with various art and photos however these are not related to their surroundings or the local area, nor are they memory provoking for residents.

Communal areas

From our observations, it was felt all of the communal areas are decorated and furnished to a good standard and there is a homely feel throughout the premises.

There are secure doors and a key code to each floor. On the ground floor there is the reception area and a pleasant and spacious, main lounge area with comfortable chairs and a TV. The Manager pointed out to us he has tried several times to move the seating around in the lounge but residents always move the chairs back to along the walls. The lounge leads onto a conservatory that has patio doors out to the garden which let in lots of natural light. The Manger informed us they plan to get more conservatory style furniture. There is also an area in the

conservatory for all of the Activity Coordinator's equipment. There is then a dining room which has a small conservatory of its own with additional dining space. The Manager did mention that the dining room is not really big enough and he will be looking at extending it.

Upstairs there are additional bedrooms. Residents from upstairs use the lounge and dining room downstairs. There is a lift which appeared to be in good working order. Each floor has accessible bathrooms with both a bath and shower.

Residents' Rooms

Most rooms are not large but they are comfortable and clean. The rooms have large windows affording plenty of natural light and lovely rural, countryside views. Some rooms are en-suite. There were personalised name plates on each door, entitled 'About Me', which detailed information about the resident. Residents can personalise their rooms to their taste by decorating them with personal effects and bringing in their own furniture if they wish. All rooms had a call bell system, and the Manager said that call bell response times were regularly monitored.

Outdoor Areas

The garden is at the front of the premises and is fenced off from the car park. Adding a fence was a recommendation from our last visit in 2020 so it was good to see this had been actioned. There is a patioed area with garden furniture for the residents to sit and a pond.

However, this space is not large and there is no grass or form of activity in the garden; for example, there are no raised beds. The Manager is keen to employ someone to maintain the outdoor space.

Other Facilities

The home has a hair salon, a hairdresser booked by the Home visits monthly, however residents can book their own hairdresser at any time if choose to do so. The salon is open daily for residents and is used regularly for activities such as a nail bar.

There is also a Chiropodist who visits the home regularly. Laundry is all done in-house.

Food and Drink

The dining area is relatively small for the number of people living in the home but is a very pleasant space with attractively laid tables similar to that which would be seen in a personal home or in a café.

There were menus on display for residents including a picture menu, which have recently been updated and implemented. Residents now have a choice of meals, and the chef is aware of residents likes and dislikes.
Set mealtimes are in place, but residents are offered regular hot and cold drinks and biscuits, and can ask for snacks if required.

Residents are weighed every month and the home uses MUST (Malnutrition Universal Screening Tool), and involve Dieticians in residents' care if required. One resident told us that she was a Diabetic and that the home looked after her diet well and let her know what she could and couldn't eat. Other residents that were spoken to said the food was fine.

Residents are encouraged to eat in the communal dining room but can also choose to take meals in their room if preferred. Although protected meal times are in place, friends or family are welcome to come at meal times if they want to eat with their loved ones or help them with food.

Recreational Activities

The Activities Coordinator, Gail, was very happy to talk to us about her role and what activities she had coming up. She was very engaging and enthusiastic. Gail works four days during the week, and another member of staff carries out activities on the fifth day. There are no current plans to have an Activities Coordinator over the weekends.

There are a range of activities that residents can join in with, such as bingo and exercising, which take place in the lounge area. Details of the activities are displayed in the main reception area. Gail will also visit residents who do not leave their rooms and will make sure she spends time with them in their room chatting or doing a one-to-one activity. At the time of our visit, she was planning Halloween themed activities.

Residents go on trips further afield and use the GO Bus Service. They will take residents into Nantwich to eat out in small groups. The local community also comes into the home, for example they regularly have a local guitarist come in and play for the residents.

Residents

During our visit we noted that all the residents we saw appeared clean and well cared for. Residents we spoke to told us they were happy living at Church House; one resident told us it was '1st Class'. Residents' birthdays are celebrated with a gift and a cake.

They have a "Resident of the Day". This means each month residents will have their care plans updated and it is checked that the family has been offered involvement in the care plan.

Provision is made to meet residents' individual religious needs, with service times on display. The Manager told us that sadly a resident had passed away recently and arrangements were made for residents who wanted to, to attend the funeral.

Pets are welcome to visit the home and currently one resident has a budgie living with him in the home. The Manager said residents who wish to bring their pets with them would definitely be considered, but factors such as who would walk a dog etc would need to be considered.

Relatives and Friends

We did not see any friends or relatives visiting their loved ones whilst we were at the home. There are no set visiting times and regular friends and relatives are able to come and go as they please as long as they sign in and out because they are given the key code for the front door.

There is no in-house accommodation for loved ones who wish to stay over, but there are local hotels. There were quiet spaces in the conservatory and off the lounge area where friends and relatives can have quiet conversations with residents.

Staff

The staff we met were all extremely pleasant and forthcoming and were seen to interact with residents in a caring and empathic manner.

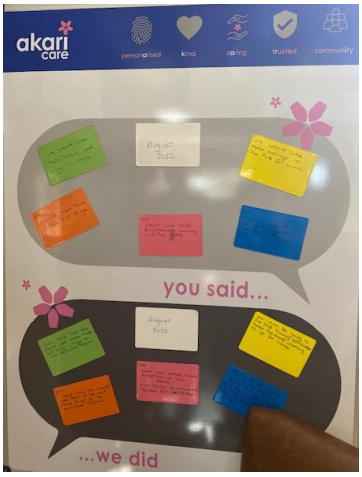
Church House is not unique in facing challenges concerning the recruitment of staff. The Manager told us he has recently started to block book agency staff to ensure they are never understaffed and to have the same agency workers for consistency. Currently approximately 60 percent of staff are permanent and they are actively recruiting. The Manager has been in post for 3 and a half months and has lots of plans and ideas to improve and develop the home.

The Manager talked about training and supervisions. Staff are given training in person and online on topics such as dementia, and they have supervisions every three months. There is also a staff meeting which takes place every three months and the Regional Manager of Akari Care Ltd will attend.

Promotion of Privacy, Dignity and Respect

All interactions between staff and residents appeared caring and respectful. Staff knew all of the residents by their names and were very patient at all times.

Safeguarding, Concerns and Complaints Procedure



The home's Manager is the Safeguarding lead and he also has an open-door policy for anyone to raise any concerns verbally. Any complaints are acknowledged by letter within 24 hours and are then completed within 4 weeks.

Staff are encouraged to share their feedback and thoughts with the Manager and can do this at any time or during supervision. There was also a Whistle Blowing policy in place.

There are regular monthly residents' meetings and three-monthly relatives' meetings where feedback is encouraged. Thank you cards from residents and their families are on display as well as a 'You Said, We Did' notice board to take into account feedback and how this was received and acted upon.

Medication and Treatment

The home is linked to Kiltearn Medical Practice and a GP visits weekly; residents have the choice to stay with their own GP but this has never been the case as GPs tend to refuse to travel. There is no visiting dentist but dental visits can be arranged for residents using their own dentists.

Other services such as district nurses, speech and language therapists (SALT), audiology, physiotherapy and dieticians visit the home regularly.

Recommendations

- Secure adequate levels of regular staff to help meet residents' needs, to ensure safety and the continuity of care.
- Create raised beds in the outdoor space to allow residents the opportunity to plant and grow flowers and/or fruit and veg.
- Consider creating an accessible outdoor walking circuit around the grounds that residents can use to exercise.

What's working well?

There appears to be a genuine desire to do the absolute best for the residents at Church House and residents appear to feel supported and cared for. The Manager has not been in post long but has lots of plans and ideas to further develop the home.

Church House is a calm, pleasant, clean and bright environment both indoors and out. There seem to be regular activities and trips out, and the Activities Coordinator was very enthusiastic about the work she does.

Service Provider Response

The care home manager pointed out discrepancies in the carehome.co.uk information used at the start of the Enter and View Report. Healthwatch explained that this was information originally provided by the care home and if it was now incorrect it was the care home's responsibility to ensure that it was up to date and accurate.

"Thank you for your positive review of our service, as is evident in the news, health is a challenging sector and it is welcoming that the hard work being done to provide positive outcomes for our residents is being recognised."

Chris Edwards
Care Home Manager