healthwatch Cheshire East

Enter and View Report

Cypress Court, Crewe

10 February 2025

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Report Details

Address	Cypress Court Broad Street Crewe CW1 3DH
Service Provider	Maven HealthCare
Date of Visit	10th February 2025
Type of Visit	Prior notice
Representatives	Jodie Hamilton Jem Davies Philippa Gomersall
Date of previous visits by Healthwatch Cheshire East	11 October 2019

This report relates to findings gathered during a visit to the premises on specific dates as set out above. The report is not suggested to be a fully representative portrayal of the experiences of all the residents, friends and family members or staff, but does provide an account of what was observed by Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visits.

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 staff and volunteers, who are trained as Authorised Representatives to carry out visits to health and care premises.

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 are circulated to the service provider, commissioner, the CQC and relevant partner organisations. They are also 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 residents, friends and relatives of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change
- To observe residents, friends and relatives interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from residents, friends and relatives

Methodology

This Enter & View visit was carried out with 'Prior Notice'.

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were not given.

Prior to the Enter and View visit the service was asked to display both the letter announcing out visit and a Healthwatch Cheshire poster in a public area. The service was also asked to share surveys amongst residents, friends and relatives. Members of the Healthwatch team visited the service prior to the Enter and View visit to deliver paper copies of the surveys.

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.

Cypress Court

Cypress Court Care Home, located on Broad Street in Crewe, Cheshire, is a 61-bed purpose-built facility managed by Maven Healthcare. The home offers a range of care services, including nursing, residential, dementia, and respite care, catering to both older adults and younger individuals with varying care needs. It is conveniently situated near local shops and has good public transport links, facilitating easy visits from family and friends.

Findings

Arriving at the care home

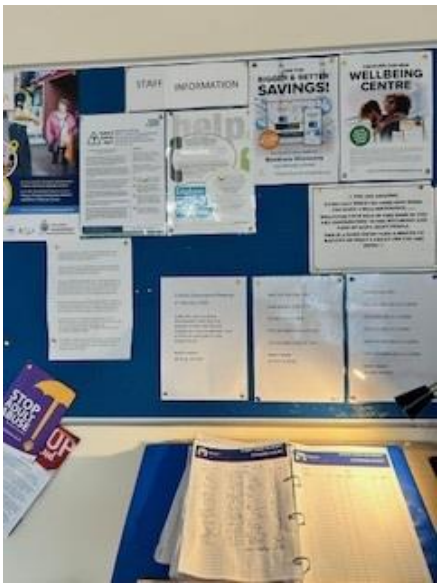
Environment

Cypress Court was easy to find and well-signposted. The building and surrounding areas were well maintained, and the car park had plenty of spaces at the time of our arrival. Upon reaching reception, Healthwatch representatives were asked to sign in using a paper visitors' record, which required us to

enter our car number plate for car park use.

The reception area is very spacious with a seating area and contained a wealth of information. There are various notice boards, including:

- **The Welcome Board**, which displayed information about residents' meetings, the in-house shop for residents, missing clothes, the Healthwatch survey poster, monthly and weekly activities, and manager surveys for families and residents.
- **The Maven Healthcare Feedback Board**, which showed information about what Cypress Court asked, what residents and families said, and the actions taken in response. The manager shared during the visit that they highly value feedback from residents, friends, and family through surveys, stating:
  "We can't assume everything is okay."
- **An information stand** containing various materials, such as guidance on stopping adult abuse, the whistleblowing policy, Ableworld, maintenance requests, Care England saving solutions, *The Carer* newspaper, and other resources.
- **The Staff Notice Board**, which provided information for staff regarding well-being, staff meetings, and a motivational message recognizing their hard work:
  "You are all doing amazing. Every day when you come into work, you make a real difference. Whatever your role in this home is, you are contributing to the well-being and care of many people. This is a hard gig, so take a minute to reflect on what a great job you are doing."



Healthwatch representatives and a Healthwatch volunteer were met by the manager, who has been in the role since 2018 and has worked at the home since 2008. The manager showed Healthwatch around the care home and shared with Healthwatch:
"Openness and transparency are important at the home. We want residents to feel safe when they come here."

Healthwatch asked the Manager what we should expect to see during our visit, and they shared

"Nice environment, friendly, warm and welcoming"

Healthwatch asked the manager several questions throughout our visit about life for residents of Cypress Court, and the findings are recorded throughout this report.

Treatment and care

Quality of care

During the time Healthwatch visited the care home, residents looked well cared for and dressed in day clothes. There were some residents sitting in communal areas and there were lots of residents still in their rooms.

We asked the manager which GP practice they use and whether they have a good relationship with them. They explained that the home is registered with Earnswood Medical Centre, which they described as marvellous. The GP visits at least once a week, and the home has a named doctor.

Previously, residents could keep their own GP, however, for the past three years, all residents have been registered with Earnswood. The manager stated that this change was made following guidance from the local authority, as it guarantees weekly visits and ensures a highly responsive service.

When discussing what happens if a resident becomes unwell and requires additional care, the manager explained that decisions are made based on individual circumstances. They consult with the GP, and if the resident can

be treated or kept comfortable at the home, they do so. However, all decisions are fully documented.

Regarding hospital admissions and discharge, the manager highlighted that communication could be improved. They often do not receive a discharge letter and have to chase it. However, they acknowledged that the process has improved compared to a couple of years ago. They believe that better communication would help reduce hospital admissions and improve discharge processes.

The home has two discharge beds available.

When asked about dental care, the manager confirmed that residents receive sufficient support. The home has a good relationship with Cheshire View Dentist, who visits on a monthly basis.

A hairdresser visits once a week, and the home has its own salon.

A private chiropodist visits every few weeks to provide foot care for residents.

The home also has a strong relationship with Connect Care for optician services and Boots Pharmacy, which they described as brilliant.

In addition to these services, the home receives support from the Mental Health Team (MH Team), Speech and Language Therapy (SALT), Incontinence Team, Stroke Team, Tissue Viability specialists, and various therapies that support the Discharge to Assess process, such as Physiotherapy and Occupational Therapy (OT).

Privacy, dignity and respect

Healthwatch observed staff assisting residents in the corridors and were seen promoting independence. Outside residents' bedrooms, there were all about “Me” posters containing information about interests the residents have and their likes and dislikes and so on. There wasn’t any personal information that should be kept confidential on display.

We asked the manager how privacy, dignity, and respect are promoted within the home. They explained that all residents have their own ensuite

rooms, ensuring personal space and privacy. Staff always knock before entering a resident's room and address them by their preferred name. Additionally, staff consistently explain what they are going to do, particularly when providing personal care, to ensure residents feel comfortable and respected.

Regarding support for alternative communication systems and accessible information, the manager shared that the Speech and Language Therapy (SALT) team has provided the home with a variety of useful resources to assist residents with different communication needs.

The care home has recently introduced Champion roles, where designated staff members take responsibility for specific areas such as Oral Hygiene Champion, Dementia Champion, and more. To keep everyone informed, a notice board on the first-floor displays the different Champion roles along with the staff member assigned to each. This helps ensure clarity on who to approach for guidance in each area.

Understanding residents care plans

All residents at Cypress Court have care plans, The Manager confirmed that they are reviewed and updated monthly, or sooner if needed. The process involves all departments within the home, including the kitchen, maintenance, activities team, care staff, and nursing team, ensuring a holistic approach to care.

Residents who have the capacity are actively involved in their own care plans. For those who lack capacity, the manager told us that input is sought from family members, social workers, and GPs to ensure their needs and preferences are considered.

The manager emphasized that *"relatives are encouraged to be involved in their loved one's care plan when appropriate"*

Relationships

Interaction with staff

During our tour of the care home staff were all friendly and welcoming towards Healthwatch representatives. Staff were seen interacting with residents in the Activities room and residents were joining in activities. Healthwatch also observed staff assisting residents in the corridors and were seen promoting independence.

We asked the manager about the relationship between staff and residents. They described it as very positive, noting that the home has a high number of long-term staff and only uses agency staff occasionally, and only for unplanned leave. During our visit, we observed ongoing activities and friendly interactions between staff and residents, highlighting a warm and engaging atmosphere.

The relationship between staff and residents' friends and family was also described as very good**.** Family and friends are welcome to visit the home at any time, fostering an open and inclusive environment. To keep families informed, the home also maintains a Facebook page where updates and events are regularly shared.

Staff members, including nursing, care, and domestic staff**,** are required to wear uniforms and name badges to ensure clear identification. During our visit we did see that staff were wearing name badges.

Regarding the use of agency staff, the manager explained that they are only used occasionally for unplanned leave**,** as the home is fully staffed and has made the decision to overstaff by 10% to maintain continuity of care.

To ensure agency staff are properly trained, the home requires all agency workers to be trained before working on-site**.** Their training profiles are reviewed before they are allowed to work at the home, ensuring that residents continue to receive high-quality care.

Connection with friends and family

On the day that Healthwatch visited we did not see any relatives or friends visiting the care home.

We asked the manager how friends and relatives stay in touch with residents. They explained that the home provides newsletters, a Facebook page, and regular family and friends' meetings to keep loved ones informed and engaged.

Visiting is flexible**,** with no set times (Mealtimes are protected) - visitors are welcome at any time until 10 p.m. There is no requirement to book visits, and they can take place in various areas of the home.

During infection outbreaks**,** visiting may be slightly restricted, but the home ensures that loved ones can still connect. The manager noted that friends and family members are usually pragmatic and may choose to postpone visits during such times. PPE is provided when necessary to facilitate safe visits. Additionally, staff would not be rotated throughout the home in the event of an outbreak to help minimize risks.

For complaints, concerns, or feedback, the home's complaints process is displayed on the notice board**.** The manager emphasized that staff are always available, approachable, and encourage open communication, urging friends and relatives to raise any concerns as early as possible**.** All policies are prominently displayed in the reception area for easy reference.

The home also holds friends and relatives' meetings every few months, providing an additional opportunity for families to stay informed and involved in their loved one's care.

Wider Local Community

The home actively engages with the wider community through various initiatives. The manager shared that they have established links with a local school. Additionally, they welcome PAT (Pets As Therapy) dogs, providing companionship and therapeutic benefits to residents. Furthermore, they have recently reinstated church services, offering spiritual support and a sense of community for residents who wish to participate.

Everyday Life at the Care Home

Activities

The care home has three Activities Coordinators who collectively work 62 hours per week. Timetables are displayed throughout the home, highlighting a diverse range of activities available to residents. The Lead Activities Coordinator informed Healthwatch that residents particularly enjoy games such as *Play Your Cards Right*, memory challenges, jigsaw puzzles, music quizzes, exercise sessions set to music, and live entertainment.

During our visit, the schedule indicated that one-on-one activities and jigsaw puzzles were planned. We observed the activities team actively engaging with residents, including some who were working on a jigsaw puzzle. In the lounge area, another resident was completing a booklet of crossword puzzles specially prepared by the team.

The manager explained to Healthwatch that residents play an active role in shaping the activities program through regular meetings, where they can share their preferences and suggestions. For those unable to leave their rooms, personalized one-on-one activities are arranged, ensuring they receive meaningful engagement. Special occasions such as birthdays and anniversaries are celebrated enthusiastically, creating a warm, inclusive, and lively atmosphere.

The Activities Lead shared that outings are an important part of life at the home, with residents enjoying shopping trips, visits to the local pub for lunch, and excursions to Dunelm. They have also previously organized a day trip to Llandudno.

The manager added:
"While we do not have our own transport, we have built strong relationships with local accessible taxi services, who have been incredibly accommodating in facilitating outings for our residents."

Person Centred Experience

The manager shared that the home ensures that residents receive a person-centred experience by taking the time to get to know them well. Information about their personal history is gathered from both the residents and their families, allowing staff to provide care that respects individual preferences. This includes choices such as where residents wish to have their meals.

A Resident of the Day system is in place, during which care plans are reviewed, and all departments are involved to ensure a holistic approach to care.

Residents can raise complaints, concerns, or feedback directly with staff. If a concern is raised formally, a letter of acknowledgment is sent, and a response is provided within 20 days, in line with the home's policy. However, staff aim to address any issues as early as possible to resolve concerns promptly. Additionally, there are designated *champions* for various topics, and their names are displayed on a notice board upstairs. Healthwatch noted that there was information displayed in the home on how to give feedback, raise a concern or make a complaint.

Regular resident meetings take place, providing an opportunity for residents to share their views and contribute to decisions about the home. Information on these meetings are displayed throughout the care home.

Religious and spiritual needs are accommodated, with a church service held every Sunday for those who wish to participate.

While pets are no longer permitted to live in the home, visiting pets are welcomed, continuing to provide comfort and companionship to residents.

Communal Areas

The care home was well-ventilated, with no unpleasant odours. There was plenty of natural light and the temperature was comfortable. The corridors were wide and equipped with handrails, providing support

for residents. Sufficient seating areas were available throughout the corridors, allowing residents to rest and take breaks while walking.

There were three communal areas, including the designated activity area. The care home's décor was undergoing improvements, with the most recent updates completed in the bedrooms and the Memory Lane Café (upstairs dining area). The furniture throughout the home was adequate for the needs of the residents and aligned with the overall décor of the care home.

There were several toilets and communal bathrooms throughout the care home. While they were basic, they adequately met the needs of the residents. At the time of the visit, one toilet was out of order, and the flooring in one bathroom was scheduled for replacement. Both the toilets and bathrooms had sufficient space to accommodate residents requiring mobility assistance.

Residents' bedrooms

There are 61 bedrooms at Cypress Court, all of which are en-suite with a toilet and basin. The manager informed us that residents are encouraged to personalize their rooms to make them feel like their own. The home is currently in the process of redecorating the bedrooms, and we observed some excellent examples of this. Residents can choose their own wallpaper, and the decorating is done for them. The rooms we saw were beautifully decorated and individualized to reflect each resident's personality and preferences and there was plenty of natural light. We also noted that residents had personal items such as pictures on the walls and lots of personal belongings.

Outdoor areas

Residents have access to the outdoor environment, which includes gardens with raised beds and potted plants. Although the weather on the day of our visit was poor, we observed these features and were informed that residents actively participate in planting and enjoy spending time in the garden. The manager shared that one resident has taken on the role of engaging with others to gather suggestions on preferred plants, fostering a sense of involvement and community within the home.

Food and drink

The care home has its own catering team consisting of two chefs and three kitchen assistants, ensuring that meals are freshly prepared on-site. The dining area was pre-set for lunch. The manager explained that they have recently changed condiment packets to bottles, for example salt and vinegar, as they noticed residents were struggling to open the small packets. Menus were displayed on the tables.

Residents select their meals on the day using pictorial menus, providing them with clear choices. At mealtimes there are at least two main options, but additional alternatives, such as omelettes or jacket potatoes, are always available to accommodate personal preferences.

Special dietary requirements are catered for, and the Malnutrition Universal Screening Tool (MUST) is used to assess and support residents' nutritional needs.

Residents have the freedom to choose where to have their meals, though they are encouraged to dine in the dining room.

Snacks and drinks are available throughout the day. During the visit, a refreshments trolley was observed offering drinks and biscuits; however, no fruit was available as a snack option at that time.

Relatives are welcome to join residents at mealtimes, fostering a more social and inclusive dining experience.

During the visit Healthwatch spoke to a resident who told us *"The food is ok, there is a lot of people in the home so you can't please everyone"*

Biggest challenges...

The manager shared that nail care has been a big challenge at the care home, they have ensured that nail care is a priority.

Storage - *"our residents need a variety of equipment to support their mobility and also hoist, but like a lot of homes of this age we lack storage."*

Biggest success to date...

The manager shared recruitment has been a big success, making the decision to overstaff. They have also implemented 'Employee of the month' which is a way of recognising and rewarding staff.

The Flash meetings – every morning at 11am the heads of each department meet for a 15-minute meeting so everyone is aware of what is happening on the day and what the challenges are – if any.

Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The three we focus on are:

MUST (Malnutrition Universal Screening Tool)	A tool used to identify adults who are malnourished, at risk of malnutrition(undernutrition), or obesity. It also includes management guidelines which can be used to develop a care plan.
Restore2 (Recognise Early Soft-signs, Take Observations, Respond, Escalate)	A tool designed to help staff recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to their care plan to protect and manage the resident.
RITA (Reminiscence /Rehabilitation & Interactive Therapy Activities)	A digital reminiscence therapy with user-friendly interactive screens and tablets to blend entertainment with therapy. It assists patients (particularly with memory impairments) in recalling and sharing events from their past through listening to music, watching news reports of significant historical events, listening to war-time speeches, playing games and karaoke and watching films.

Cypress Court uses the above best practices except RITA.

Recommendations

- Revamp the notice boards throughout the home by ensuring they are all up-to-date and consistent. Mirror the information currently displayed on each floor's notice board, filling any empty boards with the same relevant details. To improve readability, organize the content into clearly labelled themed sections, making it easier for everyone to find the information they need at a glance

- The staff champions board upstairs is a fantastic addition of information, mirroring this information on the first floor
- Look into activities for staff to attend Namaste training with End-of-life partnership; this will benefit residents living with dementia
- Healthwatch shared a best practice seen in other care homes and suggested adding some touch sensory identification to the end of each handrail to let residents know they are coming to the end of the rail
- To add fruit to the snack trolley and yogurts.

What's working well?

- Cypress Court is well managed. The manager has an abundance of knowledge about life at the home and how residents are cared for.
- There is a good range of activities available for the residents
- The Assigned Champion board, which identifies staff responsible for each role, makes it easy for residents or relatives who have any queries about who they need to speak to in any department.
- All staff were friendly and welcoming.

Service Provider Response

Healthwatch received the following response from the Care Home Manager

"We are happy with the report, yes, the report could be published and sent to commissioners and the CQC."