

Enter and View Report:



Cheshire Grange Care Home Lymm

Date of visit: 24th September 2019

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Background

What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out E&V visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared.

Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by Crissi Morad as the visit lead and some of the text has been formatted to allow for easy reading. The essential facts of the team's reports have not been altered.

Acknowledgements

Healthwatch Warrington would like to thank everyone at Cheshire Grange Care Home for their welcome, and in particular Dawn Smith (Registered Manager) who made time to share information with the team and answer questions.

Purpose of the visit

After the last [CQC](#) visit there were issues that were raised in the report around safety, responsiveness and that the team were not well led. We waited until the newly appointed registered manager had time to settle in and implement changes that were recommended.

Details of the Visit

Details of the Service

Cheshire Grange is a purpose-built residential care home that has been specifically designed to provide 24-hour residential and nursing care to older people, including individuals living with dementia. Alongside this, Cheshire Grange offer respite services to provide relief for carers or a break from day-to-day life.

The team of qualified and dedicated staff are committed to providing professional and respectful care, with residents at the heart of everything they do.

Cheshire Grange have a Memory Lane Community, which offers care and support for people living with dementia. Memory boxes with small reminders and items, such as photographs, are used to great effect to help each person reminisce. Features, including adapted crockery and tableware, sensory gardens with low risk walkway, and activity kitchens are there to enable people to engage in life's everyday tasks and pleasures.

The care home in Cheshire is ideally situated in the beautiful village of Lymm, near Warrington, and offers stunning views over the Cheshire countryside.

Location, Date and Time

Cheshire Grange Care Home

Booths Hill Lane

Lymm

WA13 0EG

24th September 2019

10.30am- 12pm

Panel Members

Clare Screeton- Lead Enter & View Representative

Crissi Morad- Authorised Enter & View Representative

Provider Service Staff

Dawn Smith- Registered Care Home Manager

Jo Eland- Activities Co-Ordinator

Results of the Visit

First Impressions

On Approach to the Care home, first impressions are positive with tidy gardens and a homely feel. At the entrance there was a display banner advertising “*Dignity Dementia Care in our Memory Lane Community*” Aspect of the home.

There is a small carpark attached to the care home which is adequate but can be tight when there are deliveries.

The purpose-built facility is well thought out, the building is only 2 levels which makes it feel homely.

Entrance and Reception Area

Once entering the care home there is a friendly atmosphere with a reception to the right and a spacious and clean refreshment area with plenty of seating for residents and visitors. There are displays of art that residents have done around this area which give the building a sense of community. The entrance and reception are very clean and tidy and fresh, staff where welcoming. Hand gel was readily available, and we were asked to sign in the visitor’s book.

In the reception there were 2 meet the team notice boards which where up to date and displayed staff’s names and pictures as well as information on events and important information for residents and visitors. In the reception the daily menu was available to view.

In the refreshment area there were no trolleys however there were functional cupboards and counters which were clean and tidy.

The Ground floor of the Care home is for their residential & nursing residents. The first floor is home to the Memory Lane community.

Each floor has a dining room and separate living area. The ground floor has access to gardens while upstairs, there is a balcony which has seating and is decorated with faux grass and garden furniture.

The ground floor also hosts a salon which has a visiting hairdresser 4 times a week and is popular with the residents. This salon also acts as the podiatry room where patients can have an appointment with the podiatrist.

The Ground floor main lounge is very spacious with soft colours and plenty of soft seating. There was a lovely big fish tank which would be great stimulation for residents. The lounge room had plenty of reading materials and board games like chess for residents to play. From the lounge there is a lovely patio which looks out on to the countryside and plenty of seating for residents to enjoy the outdoors, we were informed that this area is a well utilised area in good weather.

Activities and Leisure

We met with Jo Eland one of two Activity Co-ordinators at Cheshire Grange. Residents have lots of activities available to them from arts and crafts, themed parties and days out, before our visit the home had, had a Alice in Wonderland Tea Party where residents and their families where invited to “go down the rabbit hole” to celebrate the end of summer. The staff dressed up and residents were entertained with giant bubbles.

The activities are person centred and residents have the choice to join in or not.

A lot of activities are provided on the first floor’s “Memory Lane” with a seaside display where residents had old family holiday snaps and postcards to look and read. An appeal was made for people to send the care home postcards so that it may help to retrieve happy holiday memories. These displays get updated regularly with new themes.

The Activity Co-ordinator explained some of the activities available on memory lane which are centred towards those living with dementia such as sock sorting and clothes maiden full of baby clothes. Residents enjoy bundling the socks and putting clothes on the maiden as it brings back memories of their children being young. These are always available for the residents to do.

In the dining room there is a “Magic Table” which is utilised well and has a calming effect in those with dementia. Residents can move leaves with their hands or move Koi fish and splash water. This proves to be therapeutic and stimulating.

The Care Home Manager explained to us their new initiative called *“Bring me Sunshine”* which is ran by the home and helps residents recreate special memories from their past and helps to bring the sunshine to the residents’ lives. There are bring me sunshine boxes on the reception where residents can put their memories in which they would like to recreate, and the team will do what they can to recreate. The idea was born from one resident’s wish to go back to the church she was married in.

Activities are updated on noticeboards weekly.

Food and Refreshments

Food is available for residents and family, a continental and full cooked breakfast available, and a choice of options for lunch and dinner.

Menus are provided daily so that a choice is available which tries to cater for all residents’ requirements. One resident we spoke to stated *“the food isn’t to my taste, I prefer more of Mediterranean diet and the food served is bland”* they also mentioned *“the kitchen staff have started to offer me some hummus and olives at dinner time which is better however the dining time is too early for me and I’m just not hungry at 5pm.”*

When speaking the care home manager, she was aware of the menu issues and they are working on trying to make the dining experience better for ALL residents .

Refreshments are always available on the ground floor in the dining room which is always accessible, and wine is available with residents’ meals.

Cleanliness, Environment and Infection Control

Overall Cheshire Grange is a clean and safe environment, all communal areas on our visit were clean and tidy. All areas were clear of clutter and all trolleys were out of sight or not obstructing when in use. Staff were utilising hand gel and infection control was well managed by staff.

On entering the first floor we did encounter a strong unpleasant smell; this however was only as we first entered the floor and didn't carry throughout the floor.

Safety & Security

The first floor is designated for those living with dementia, because of this there is added security for residents to ensure that they are safe. All doorways and lifts have key codes to get out and the only way out is if you are escorted by staff.

The area is very dementia friendly, there are no mirrors upstairs and lots of activities as previously mentioned for residents. When walking through the areas we were impressed with every detail and all the nostalgic artefacts including an old-fashioned post box. When admiring this item, the front fell open which could have had serious implications if it had happened to a resident, however it was quickly secured by staff, but special attention would need to be paid to this.

Staffing and Staff Training

Cheshire Grange have a 1-4 Ratio on the ground floor and a 1-3 Ratio on Memory Lane (1st floor) and 2 registered nurses on shift at a time. One designated for each floor.

Staffing was one of the issues picked up by the CQC on their recent visit- at the time there was no registered manager in post. Since the new manager has come into post, they reduced their need to rely on agency staff. Most staff are permanent, and the home now has a high retention rate. It is important for residents to have continuity in care.

All staff we met on our visit were extremely helpful and cheerful. Although the care home was extremely busy, they made time to talk to residents and visitors in the corridors in a friendly manner.

Staff training is always at the forefront of the Manager's plan. At the time of our visit staff were due to attend training on Oral Health care for Care homes provided by Bath Street. It was mentioned that they struggle to get dentists to come and carry out home visits. Cheshire Grange are also keen to roll out more dementia training.

All staff we spoke to on our visit said that they were very happy at Cheshire Grange and felt that the whole ethos of the home is more *“Family orientated”* than other organisations. One member of staff who has worked since Cheshire Grange opened is *“really impressed by the changes the new manager has implemented since her arrival”*.

Privacy, Dignity and Treating People as Individuals

All residents have their own personal room with an en-suite and can personalise their rooms however they wish. Where possible residents have a closed-door policy and there is a bell on each door so that they can have their privacy.

Residents rooms have their names on the door and on the first-floor residents have a picture of themselves from their past.

We witnessed staff treating all residents with dignity and as individuals. All addressed each other by name and were polite and felt more like family.

All residents and family we spoke to spoke highly of staff and said, *“were always helpful”* and that they *“always maintained by dignity and independence”*.

One resident said they *“couldn’t be happier; the staff are great, and I love it here. Sometimes Pain overcomes me, but they go out of their way to ease the pain”*.

Other Comments

Overall, we found Cheshire Grange to be an inviting and friendly care home. Residents & Staff’s comments where positive and since the registered manager has been in post staff retention and residents have seen improvements.

Cheshire Grange is well led and has some excellent qualities.

Areas of Good Practice include:

Excellent and inclusive activities for all abilities and needs, there is something for everybody.

Residents can keep their doors closed if they wish and staff must knock to enter- this is good practice of promoting privacy and dignity.

Bring me Sunshine- this is run by the home and helps to recreate special memories to bring sunshine to residents' lives.

Memory Lane Community- all the activities on this floor are tailored and dementia friendly, helping to keep residents calm and reflective on memories from their past.

Resident, Staff & Family Comments



"I Love it here, the Staff are Great"



"Working here is like a big family"



"I am always treated with Dignity & Maintain my Independence"



"Not everyone wants to eat 5pm!"

Recommendations

1. **Ensure Safety of decorative items-** Make sure that checks are being done to decorative items are secure.
2. **Later Dining time option-** The feedback from some residents stated that the dining time of 5pm is too early for them, and they don't want to eat so early. Possibly Offer a later dining time for residents who want to choose this option

Distribution List

This report has been distributed to the following:

- Warrington Council
- Warrington CCG
- Care Quality Commission
- Healthwatch England
- Care Home Manager

Appendices

Appendix A

Response from provider

“We are thrilled you enjoyed the visit and felt welcomed by the Cheshire Grange family.”- Dawn Smith, Manager

