

| Healthwatch Cheshire West Enter and View Report - Social Care                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Enter and View Visit to</b>                                                                                                                                                                                                                                                                                            | Astbury Lodge Care Home<br>Randle Meadow,<br>Hope Farm Estate,<br>Ellesmere Port<br>CH66 2LB                                                                                                                                                                                                                                                       |
| <b>Date</b>                                                                                                                                                                                                                                                                                                               | 8 <sup>th</sup> January 201                                                                                                                                                                                                                                                                                                                        |
| <b>Authorised Representatives</b>                                                                                                                                                                                                                                                                                         | Chris Banfi, Andrew Firman, Pamela Fox                                                                                                                                                                                                                                                                                                             |
| Authorised representatives would like to thank Jenny Jobber, Manager, and her staff who were extremely helpful during the visit. Thanks are also due to Robert Black, Managing Director of CLS Group, for his attendance at the start of the visit and for his helpful outline of the structure and culture of the Group. |                                                                                                                                                                                                                                                                                                                                                    |
| <b>Background</b>                                                                                                                                                                                                                                                                                                         | Astbury Lodge is a care home operated by the CLS Group on a not for profit basis. It can accommodate 42 residents, in 40 single rooms and one shared room. The provision is for people of old age and includes care for those with physical disability and those living with dementia. There is no provision for residents requiring nursing care. |
| <b>Overall impression</b>                                                                                                                                                                                                                                                                                                 | The consistent impression was of a very friendly, welcoming and happy place, both for residents and staff. The organisation around distinct 10-bedded units enhances the sense of its being a home from home. Openness to suggestions for improvement reflected a lack of complacency by the management team.                                      |
| <b>Any ideas or suggestions for improving service?</b>                                                                                                                                                                                                                                                                    | The staff clearly had a detailed knowledge of the residents and authorised representatives witnessed the natural way staff passed on updates to each other verbally. The impression was given that further training and time given to staff to keep the already good 'life plans' up to date would improve these plans further.                    |

## Environment - Observations and service user/relative comments

**The overall atmosphere in the home is very warm and friendly. Residents feel safe and well cared for and staff are happy and proud to work here.**

Authorised representatives observed positive and good humoured exchanges between staff and residents and were told of the regular meetings which take place with residents and their families, providing opportunities for information exchange and feedback on quality of service.

A wide-ranging activity programme was on display on a notice board and menus were available in the dining rooms.

The environment throughout the building was well-decorated and clean. Equipment appeared to be well maintained. When speaking to members of the care staff it was apparent that the domestic staff and the maintenance staff were well thought of.

In addition to a more public garden area at the front of the property, there was a private outside area which residents and their families could use. Raised garden beds for growing vegetables, an immobile used car and the keeping of chickens in spring and summer all provided interest and activity for residents.

The home provides a variety of well used social areas, including a room for screening films. Almost all residents take their meals together in the dining rooms. A small shop was available selling toiletries, etc and evening beverages.

Extra services are provided by a visiting hairdresser and chiropodist.

## Health and Wellbeing - Observations and service user/relative comments

**Staffing & Care - Authorised representatives were made to feel very welcome by the staff. Their detailed knowledge of the residents and the good natured interactions observed inspired trust and confidence in the staff.**

Care is person-centred. The culture of care in the home is reflected in the language used. For example 'care plans' which are reviewed each month, are called 'life plans' to emphasise that residents are living their lives alongside each other and the staff.

The home manager trusts her team and delegates responsibility to key staff. Authorised representatives were told of robust systems in place to enable monitoring within the home and by the wider organisation across homes.

Staff team-working at all levels is embedded in the culture of this establishment. Each resident has a designated key worker, but all staff feel responsible for all the residents. There is a real sense of collective responsibility by the staff.

CLS employs a strategy of flexible contracts in order to reduce the need for engaging agency staff. This practice, as well as being cost efficient, maintains a staff team well versed in the home's culture and with good knowledge of the residents. A company-wide staff award scheme encourages celebration of excellence and builds staff pride and ownership.

Two staff during the day and one at night work in each unit of 10 bedded rooms. Residents say they feel well cared for and listened to.

The dignity and privacy of residents seems to be well respected. For example, the staff hosting the authorised representatives knocked on bedroom doors before entering and asked if they could bring in a visitor.

**Food and menus - Residents seem satisfied with the meals, most of which are taken communally.**

Staff help those residents who need it by cutting up their food and encourage any who refuse food.

The home employs a full time chef who prepares meals using fresh ingredients to a fortnightly menu pattern. Although for reasons of hygiene authorised representatives did not enter the kitchen area, when observed through the hatch it appeared clean and well equipped.

### **Activities and Community Links - Observations and service user/relative comments**

**There is an activities co-ordinator employed for 25 hours a week offering a range of activities. Many of the residents previously lived in the local community and the home maintains close links in the locality. The home believes in taking a proactive approach to gaining feedback. Meetings with residents and relatives are held regularly.**

Group activities include games, films and visiting singers. Visits to local shops, other care homes and the local church are also on offer. The co-ordinator was also observed playing cards with one resident who might not otherwise have joined in an activity.

Residents are encouraged to get involved in the small kitchen areas and with growing vegetables in the garden. One resident enjoys cleaning tasks.

Memory boxes outside the rooms of residents living with dementia help to give them and the staff visual prompts and reminders of their life experiences.

Two volunteer university students were present on the afternoon of the visit. They provide additional help for the staff whilst gaining insights into the care environment. One said this would help them in their choice of career in medicine.

Residents' meetings are held monthly.

Relatives are encouraged to be involved and to give feedback. This is supported by the key worker system. Formal reviews with families are held after six weeks of residence and annually.

Local school children are received on visits to entertain the residents.

### Additional Comments

None