

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Wealstone Care Home, Wealstone Lane Upton Chester CH2 1HB
Date	8th January 2014 - arriving at 10.00 am.
Authorised Representatives	Denise Pritchard, Richard Berry, Caroline Jones
<p>Authorized Representatives would like to express thanks to the manager Sue Dutton and her staff who were extremely helpful and communicative during our visit. We would also like to express thanks to Robert Black, Managing Director of CLS, who was also present and was able to pass on significant information about the company and its policies including providing an insight into systems that had been put in place for monitoring and improvement.</p>	
Background	<p>Wealstone Residential Care home is a single-storey residential care home, providing long term, day care, and respite services. It features a specialist dementia household - which provides advanced support.</p> <p>The service is owned and managed by CLS Care Services and caters for 55+ individuals who are elderly, disabled, or both physically/mentally disabled.</p>
Overall Impression	<p>The environment throughout the home was clean, bright, and comfortable. There were no odours, staff were friendly and residents appeared very comfortable.</p> <p>General care appeared excellent as was social interaction, and food. The laundry service operated by the home was well organized with systems in place to avoid clothing going astray. Staff were pleasant, welcoming and observed as caring and attentive.</p>
Any ideas or suggestions for improving service?	Provision of more en-suite rooms, and at least one double room.

Environment

On arrival we were pleased to see a welcoming sign and a pleasant foyer area that had been sub divided to provide a comfortable area, where visiting family members could sit with loved ones.

Overall the home provides a welcoming, secure and homely environment. Representatives experienced an atmosphere of calmness throughout the home that is located in pleasant surroundings. Homely background noises gave many of the areas a comfortable feel to the visitor.

There appeared to be a friendly, pleasant association between staff and residents.

Signage throughout the building is clear and informative.

At the time of our visit the home was extremely clean and tidy throughout. Furnishings are pleasant and the home has a good central recreational area.

Visiting opportunities are open and residents free to move around and associate at will in comfortable surroundings.

Representatives were pleased to observe information that the Mobile Library visits regularly and that there are daily deliveries of newspapers.

Health and Wellbeing

Representatives were pleased to see clear signage to all exits. Indications were that the home is plainly safety conscious. A fire alarm practice took place whilst Representatives were on site.

Representatives felt that certain areas, where equipment was stored, could possibly prove a hazard - e.g. a hoist in corridor. Overall however our impression was one of good organisation. We were informed proposals are in hand for additional storage space in the not too distant future.

Cleaning materials are stored in locked separate area.

Staff appeared safety conscious. There is an ongoing process of investing in motion detectors for residents susceptible to falls. All doors fitted with automatic closing devices in event of fire.

Representatives were pleased to note that a high standard of staff training was encouraged and supported, in many cases, over and above basic requirements. Two staff are undertaking a Level 5 qualification, and all staff are encouraged to continuously improve skill sets.

Hand gels were available and observed by representatives being used.

We evidenced a safety conscious practice from the onsite builders.

Activities and Community Links

Staff were friendly, helpful and welcoming, attentive to the needs of the residents.

Residents spoken to were very complimentary in relation to staff, services and food. One centenarian resident commented that, "She loved it here."

Some residents were able to self administer medication where appropriate.

Dignity and privacy respected from all aspects.

Staff did not have specific uniforms - Representatives felt that this added to a family feeling and gave a more homely atmosphere.

Residents free to make up individualised daily routines/activities in addition to those organised.

Community links are encouraged and a wide activities programme was on offer for residents.

Feedback

The home provides an extremely calm, friendly and homely atmosphere. Individual rooms were as the resident wished. One resident commented, "I really like my room." Communal rooms were clean, well organised and equipped. All rooms had clear signage and corridors were clean and uncluttered. Signage in the dementia area was pictorial. All bathrooms observed were spotlessly clean, well equipped and organised.

Additional Comments

In one toilet, there was no foot pedal to open the bin lid. Carpets throughout are in poor condition but Representatives were informed that these are due for complete renewal following completion of on-site building work. We understand some baths will be replaced with wet-rooms, Representatives felt this will enhance privacy and individual mobility potential. One resident commented that they would like more time for general chats with staff.