

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Woodland Road Care Home 12 Woodland Road Whitby Ellesmere Port CH65 6PR
Date	25 February 2014
Authorised Representatives	Pat Lott and Margaret Yorke
Alison Leadbetter, the Care Manager was not on duty. Liz Harvey, one of the support care workers, was available to show us around the home.	
Background	<p>This is a small home owned by MacIntyre Care which provides care and support to a maximum of four people with severe learning disabilities and unable to live independently. Due to the communication impairments of the residents we were unable to have direct communication with them.</p> <p>It is situated in a dormer bungalow in a residential area in Ellesmere Port close to shops and transport links.</p> <p>There is parking space at the back and in front of the bungalow, also providing space for their large minibus. The garden is well fenced and the residents are able to get into the garden by a ramp from the conservatory.</p> <p>At the time of our visit there was one spare room available.</p>
Overall impression	The home is small enough to give it a family-feel. Based on our observations, we felt this was a true, happy 'caring home' for the residents and not just a safe refuge for them.
Any ideas or suggestions for improving service?	Authorised Representatives feel that awareness of care plans should be promoted by staff to residents' families.

Environment - Observations and service user/relative comments

The two members of staff have both been part of the support team for over nine years and obviously knew two of the residents we saw very well, due to the reactions of the two residents when they were spoken to.

All residents have their own personalised bedroom on the ground floor and when we saw them all they were in excellent state of decoration and well furnished. The floors throughout the home were wooden except in the bath and shower rooms.

There was a large lounge with comfy, well-designed furniture and a conservatory opening onto the garden which we were told is well used in the summer and a purpose-made swing is there for them to be rocked on. There is music equipment available and games were stored in the bookcase.

The kitchen-dining room is well fitted and spacious. One of the residents was being spoon-fed by a support worker whilst we were there.

The Sensory Room is in the process of being decorated and updated with equipment which the staff feel will be of value to the current residents.

The bathroom is well designed with a special bath and accessories to suit the needs of all the residents. There is also a wet-room where one of the residents is able to enjoy a shower.

There is also a laundry room.

The upstairs space we were told is now used for storage.

All aspects of the accommodation that we saw were clean, tidy and spotless.

Health and Wellbeing - Observations and service user/relative comments

The team is headed by Alison Leadbetter. There appears sufficient support workers to ensure there are always two available to support each resident. We were told that there is always a minimum of two staff members on duty and more when they need it e.g. when the residents are taken out to activities or trips.

Some of the daytime staff work three eight hour shifts and others one seven hour shift whilst night staff work a nine and a half one from 10.15pm - 7.45am. A change in arrangement has meant that night staff who used to sleep upstairs now remain awake throughout the night.

We were told that staff are encouraged to do training and four of the staff had achieved NVQ Level 3. The vital updating in Manual Handling, Fire Drill, First Aid etc.- we were told is given annually.

The two staff we met both demonstrated good interaction with the service-users and the worker feeding a lady showed empathy and patience.

Care plans are kept and filled in daily with details of their health and well-being. They were available for their families to read.

Authorised Representatives feel that awareness of care plans should be promoted by staff. When we asked we were told that all staff contributes to the daily running of the home - with the cleaning, cooking, activities and generally making the home comfortable for their little 'family'.

We were told that the fire systems are tested weekly and there is a drill practice quarterly. All the staff are trained to give medication which is kept in a locked cupboard. All food prepared for the residents is puréed but each food (e.g. vegetable, potato, meat/fish are puréed and placed separately on the plate) which improves the presentation of the meal. One of the support workers is a trained chef and experiments with food combinations and buys locally produced food.

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

All the workers take a role in activities and take a turn in driving the mini-bus. One of the parents told us that two of the residents were taken to a theatre in Liverpool to see a musical show last week.

They have hydrotherapy and swimming excursions; reflexology; attend Rebound sessions as well as using their own in-house sensory room.

One resident is taken to the cemetery once a month to put flowers on his mother's grave.

One of the residents is encouraged to take photos on his Ipad so that he can show his family what he has been doing. We saw lots of photographs on walls of all the bedrooms.

Feedback - service user/relative/staff comments

One parent we spoke to said, "We feel very fortunate that we had been offered a place at this home for our daughter."

The same parent told us that all the residents are treated with dignity and respect. She said, "That if there are any problems they are promptly dealt with. There is great attention to detail in the daily records that are kept."

The member of staff told us that Health & Wellbeing forms are completed every day.

WE were also informed that one resident was taken ill recently and within just a couple of hours 'Hospital at Home' were brought in.

The member of staff who showed us around said that McIntyre is a good company to work for.