

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Hillcrest Residential Care Home Manley Road Frodsham WA6 6ES
Date	19 th March 2014 arriving at 11.00 am
Authorised Representatives	Margaret McDermott and Alan Murphy
Staff Present	Senior Care assistant Hayley Pye was available and answered our questions. At the time of our visit no senior management were on site. Paula Burns Accounts Manager, showed us around Hillcrest. Activities Co-ordinator Sarah Bostock was also on hand.
Background	Hillcrest is a large house with an added annexe. It is owned by Fox Covert who has another Care home in Preston. We were told that the owner comes to the home twice a week. It is registered with the CQC and details on the internet state that it is a 32 bed residential home offering care for elderly and infirm clients over 65 years. The home has a dementia unit. We were told by Hayley Pye that there were currently 11 residents plus 10 residents in the dementia unit and currently six empty beds. Advertised bed numbers and availability do not seem to add up.
Overall Impression	Staff were welcoming and friendly and we noted good interaction between staff members and between the residents and staff. Residents we spoke to told us they were well looked after and the food was delicious. There was a pleasant smell of cooking on the ground floor. Authorised Representatives felt that internal decoration needed some investment. We were told that a refurbishment is underway but there did not seem much evidence to support this.
Any ideas or suggestions for improving service?	Dementia best practice guidelines should be considered for all aspects of life in the dementia unit. Action / planning to reduce the number of falls recorded in the accident book. Further points raised in the additional section of this report should be prioritized including attention to resident's bathrooms.

Environment

In October 2013 a part of the building had been designated for use by those residents with dementia. The Dementia Unit had access control and there are safety gates in the garden area.

Staffing - We were told that a shift system was used for staff and that this comprised five staff who were on duty during the day, including one senior carer. We were told that two staff were on duty at night, of which one was a senior carer. We were informed that all staff were working towards NVQ levels and mandatory training was completed and further told that all care staff now received dementia training and that new staff spend a week on an induction programme. We saw no actual evidence or records to support this.

We were informed that agency and bank- staff were used when needed.

The home also employed two chefs, a kitchen assistant and a handyman. Contract gardeners are used outside. There are also three cleaners employed.

During our visit we observed a number of examples of close staff co-operation including passing on messages and taking over responsibility for a task when the member of staff was helping another resident.

A maintenance man was on site and one resident commented "Tony can tackle anything."

Observations on the inside environment.

We were shown around the home by Paula who was observed dealing well with a dementia resident who was confused.

The home was clean and the only smell was downstairs in the hallway - a delicious aroma of roast lamb. The upper bedrooms were accessed by two staircases. A lift was available in the old part of the home and a chair lift was available to the upstairs annexe. We were told that there was a maintenance contract on the lift. The third floor was used as a staff room, we did not see this.

Cushion flooring had been fitted in communal lounges; the rest of the building was carpeted.

We saw that most bedrooms were en-suite but Representatives felt that on inspection that the bathrooms were in urgent need of refurbishment. **In one instance a bath panel was hanging off.** We were told all taps had temperature regulators fitted. All toilets were raised. Hayley told us that there was a steam cleaning schedule for all showers and toilets.

Two bedrooms were double capacity.

Most resident's bedrooms had name plates and there were specific instructions about access pinned to one bedroom door.

There is a lounge downstairs with a smaller room leading off it. This is used as a quiet room and also sometimes for activities. All chairs in both rooms were positioned in lines against the walls. Residents in both areas were quite chatty including one resident who had recently turned 100.

The home has a pleasant garden for residents.

The kitchen appeared clean and modern; this was viewed through a window in the door. We were told that all food is fresh home cooked and locally sourced; the chef bakes all the bread, cakes and biscuits. We noticed an award for the food on display in the entrance hall. There was also a large notice board in the hall with the daily menu on. A choice of dishes was available.

Residents chose whether to eat in the dining room or their own room. One resident commented "It's very good here and I don't have to wash up!" The laundry appeared well ordered but small and cramped. We were informed that the day carers do all the washing and the night staff do the ironing. A member of staff said that additional help in the laundry would be beneficial to the staff. Authorised Representatives feel that the newly-formed dementia unit needs some attention: while there are pictorial signs for toilets and bathrooms other 'dementia-friendly' approaches are not used (coloured crockery, for instance).

Observations on the outside environment.

A pleasant garden was observed with outdoor seating for the residents. A pet rabbit lives in the garden and gives pleasure to the residents. The gardens are secure so may be enjoyed by all residents. Authorised Representatives felt that some of the flower troughs appeared neglected and needed filling, this may have been a seasonal issue and we were told by a member of staff that it was an activity that the residents would do with help from the activities coordinator.

Health and Wellbeing

We understand from conversations that the secure Dementia unit opened in October 2013 and that two bedrooms in the unit are still occupied by the original residents as they liked their rooms and did not want to move. We were told that Resident's care plans were updated by the manager and deputy manager and that risk assessments are carried out by the deputy manager and included in the care plans. We were informed that supervision of staff is aided by a colour coded rota which ensures that duties are rotated during the day and GPs from The Rock surgery visit weekly; other GPs come on request. It is our understanding that district nurses come as required. We saw the senior carer dispensing the medicines from a lockable medicine trolley using the mar sheets to record dosage, The Medication Administration Record (MAR) sheets have information and a photo of each resident on. A Venalink monitored dosage system is used. Controlled drugs are kept in a locked cupboard in the office. We were told that district nurses come in to give injections. We asked to see the accident book and observed approximately 28 falls in three months. Authorised Representatives felt it was good that these had been logged but action should be taken to reduce these figures. We were told that the fire alarms were tested weekly and practice fire evacuations were done but Hayley Pye was not sure how often. We were informed that the hairdresser comes two or three times a week as required and was on site at the time of our visit. We were told that chiropody services are available every six to eight weeks. It is our understanding that these additional services are chargeable to the resident.

Activities and Community Links

We met the activity co-ordinator Sara Bostock, who although part time - 15 hours per week, said that she was in most days. She was documenting the daily activities in the dementia unit when we met her.

We were told about the many activities that took place, these included crosswords, quizzes, scrabble, dominoes , various crafts, visits from pets - “pat the dog,” musical afternoons, baking activity and light gardening for residents with an interest in these. We did not observe any activity at the time of our visit.

We were told that Hillcrest had good links with local school, brownie and church groups. We were informed that Holy Communion was available monthly to those who request it.

Conversations indicate that the home makes good use of the mobile library service. We understand that a number of companies organize and hold sales at the home for clothes, jewellery and shoes.

We were informed that residents have meetings monthly and discuss issues and concerns they may have.

It is our understanding that there are no relatives meetings held.

Feedback

Residents all appeared happy and contented. Residents that we spoke to were positive about living at Hillcrest. Most mentioned how good the food was!

Although under pressure because of the absence of management, staff coped well with our questions to the best of their ability. Many files in office were locked and the Senior carer had no access to them.

We also spoke to one visitor outside the home, who was very pleased with the care her husband was receiving, “He is doubly incontinent and,” she said, “he was always clean and didn’t smell.” She had removed him from a previous home because she was not satisfied.

Additional Comments

- In the main hall was a very informative notice board naming the staff on duty that day, also a list of the daily activities available. Unfortunately this notice board was balanced on top of the radiator leaning on the stairs and not fixed, which we felt was unsafe.
- The resident’s notice board outside the manager’s office on a general corridor had a notice on it with instructions for - “*What to do in the event of death with no known next of kin.*” **Authorised Representatives had strong feelings that this was not good content for a resident’s information board.**
- Flower troughs in garden were neglected.
- Additional staff support in the laundry would relieve pressure on staff.