

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Crabwall Hall Care Home Parkgate Road Mollington, Nr Chester. CH1 6NE
Date	24 th March arriving at 10.00 am
Authorised Representatives	Jenny Young and Betty Shepherd
Staff Present	Hilary Price - General Manager
Background	Crabwell Hall is a private care home providing care and light nursing e.g. incontinence and hoist assistance. Those with early stage dementia are accepted but we were told that no care is offered for patients with Alzheimer's. The home is owned and operated by Four Seasons Healthcare - one of the largest care providers owning 500 homes nationally. The home has forty three bedrooms and was fully occupied at the time of our visit with residents aged from 75 to 105 years. This was an unannounced visit.
Overall Impression	Representatives' overall impression of this facility was excellent. We felt that the home was very comfortable and well furnished with some good homely touches throughout and a high quality 'hotel' feel. Residents appear to be consulted on many issues with their health and happiness being a top priority with the general manager and all of the staff. Food choices appeared excellent with a very varied menu for all meals. We observed breakfast that had a good choice served on trays to each room. Relatives made specific comments on feeling safe and listened to.
Any ideas or suggestions for improving service?	None at this time.

Environment

Representatives felt that the home had a very good ambience with residents appearing to have a great choice and freedom, allowing residents to live their lives as independently as possible. There appeared to be an extensive range of outings and activities available.

Residents appeared to have a good relationship with staff and observed lots of smiles and 'banter' between staff and residents. Fire safety instructions were visible and the visitor's book was used. Equipment was stored tidily and appeared clean.

Having a rural aspect, the home has a garden with raised flower beds and a pretty pond with ornamental fish. Social areas appeared well used. The dining room appeared as particularly attractive with tables set well for lunch.

Health and Wellbeing

We were told that there were 53 members of staff employed plus an apprentice. Staff appeared very pleasant, were welcoming to our visit and seemed to have excellent interaction with residents. We were told that staff training includes Health and Safety, Infection Control and food hygiene and that all staff are encouraged to complete formal NVQ qualifications. A raft of other training was also mentioned including Pressure Care, 'Spotting Abuse' and 'Personal Liberty for Residents.'

We were told that the home experiences very little turn over of staff and that many of the staff had been working at the home for many years. Some of the staff told Representatives that they had completed a course on 'End of Life' held by the local hospice.

We spoke to many residents and one relative who were very happy with staff and thought the home was excellent. Residents' dignity appeared to be respected at all times and everyone seemed very well cared for. Representatives were shown care plans and thought that these looked extremely comprehensive with good records that included all aspects of care and family history.

Activities and Community Links

These appeared incredibly varied and interesting and included incubation of chickens and watching them hatch, line dancing and music sessions, gardening and memory box activities. Activities were well advertised and a plan was available. Three residents sit on the committee that decides on menus.

We were told that relatives are welcomed during the day and that religious services are available for all both in the home and with an arranged visit to local churches.

Feedback

We spoke to a number of service users including an extended conversation with two ladies and one gentleman, who gave us some very positive feedback on their satisfaction with the care provided, food and staff. **Residents commented on feeling safe and listened to.** They were aware of the complaints procedures and commented specifically on being actively involved in the choice of activity.

Additional Comments

None