

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Westwood Court Well Street Winsford Cheshire CW7 1HZ
Date	01 April 2014 - 9.30 am - 1.00 pm
Authorised Representatives	Richard Berry and Caroline Jones
Staff Present	Jince George
Background	Westwood Court is a purpose built 56 unit (32 rooms en-suite WC) residential care home with nursing care. Accommodation includes a 27 bed Dementia Unit on the ground-floor and a 29 bed Mental Health Unit above.
Overall Impression	<p>Authorised Representatives felt that this was a well resourced residential care home, providing a caring, supportive and stimulating environment for people with dementia and mental health issues.</p> <p>All the staff appear enthusiastically supported by the manager Jince George. Staff were observed as caring and appear well trained. Staff turnover seems low and gives an impression of being a cohesive, happy team providing good care to its clients. Representatives were particularly pleased to see 1.5 full time equivalent (fte) Activity Co-ordinator/Assistant employed to support and stimulate both client groups.</p> <p>The building itself offers a pleasant and well maintained environment and appears cleaned to a high standard.</p>
Any ideas or suggestions for improving service?	<p>Provision of <i>tactile</i> board for dementia unit, which has detachable textures and shapes that can be ripped off it and replaced when finished with.</p> <p>Slight maintenance issue staff WC (ground floor) - leaking hot water tap and grouting on splash-back starting to degrade.</p> <p>Spring clean away weeds in block paving near front entrance of car park and tidy up weeds in vegetable plot. Tidy/remove pile of wood in garden behind garage/storage shed.</p> <p>Provision of a greenhouse will encourage clients to grow own plants/vegetables.</p> <p>Inclusion of staff organisation chart (with pictures) in foyer.</p> <p>Ensure all staff wear name badges - A couple of staff were not wearing badges at the time of our visit.</p>

## Environment

The building itself offers a pleasant and well maintained environment

### Outside

- Prominent sign identifying care home and ownership of.
- Well laid out car park.
- Welcome sign along with 'Investors in People' sign prominently displayed.
- Pleasant garden at front with nice planters around entrance.
- Disability access at side of property.
- Large well maintained garden to left hand side and rear of property with a seating area/barbeque.
- Centrally located to all services.

### Inside

**Foyer - Overall - Well thought out, decoration needs refreshing and we were told that this is scheduled to be completed during the next financial year.**

- There is a prominent five Star Local Authority Hygiene rating displayed on the entrance door.
- A monthly menu is displayed on right hand side as you enter.
- Fire Procedure displayed on left hand side as you enter (next to fire alarm panel).
- Public Liability, CQC Registration and monthly Activities table displayed.
- Previous CQC reports prominently displayed (most recent May 2013).

**Dementia Unit - Overall - Well thought out/pleasant environment.**

- Recently refurbished incorporating certain components of best practice (see attached) for Dementia clients.
- Wings of units themed i.e. 60's with decals providing a stimulating environment. Indeed it's so stimulating to one client as the textured wall-paper is being slowly ripped off the wall!
- Nice communal day/dining area.
- Pleasant but quieter day area.
- Uniform non-slip laminate flooring throughout.
- Bathroom/Shower-rooms, clean and tidy with dedicated hoists.
- All rooms with call buttons and crash mats where appropriate. All rooms clean. All rooms personalised with own furniture/decoration according to the wishes of the client/relative. For clients wishing to have fire door to room open, then device fitted on request that automatically closes it in event of fire.

**Mental Health Unit - Overall - pleasant environment. We were told by the manager that current carpets are soon to be replaced by uniform non-slip laminate.**

- All rooms clean. All rooms personalised with own furniture/decoration according to the wishes of the client/relative. For clients wishing to have fire door to room open, then device fitted on request that automatically closes it in event of fire.
- Pleasant communal day/dining area.

- Dedicated in-house smoking room (closed 24.00 - 05.00).
- Well provisioned independent living kitchen area where clients could make drinks do own laundry if they so wish.
- Telephone point.
- Bathroom/Shower-rooms clean and tidy with dedicated hoists.

**Laundry - Overall - Busy well laid out laundry service.**

- All clients' clothes have name tags and individual baskets for their clothes.
- Clients not involved in laundry services.

**Kitchen - Overall - Although invited didn't visit kitchen as they were in the middle of serving lunch.**

- Has current 5 Star hygiene rating from Local Authority.
- Impressed with pictorial menu of food being served in dementia unit.
- Feedback from husband who ate lunch while feeding wife in dementia unit everyday was positive.
- Monthly menu seemed to be varied and interesting.

## Health and Wellbeing

Staff appear well trained.

We were told that all had achieved or were working towards as a minimum NVQ 2 in Social Care or an area relevant to the client group they are working with. We were further informed that senior staff had achieved or were working towards NVQ 3 and that staff performance is supported by annual performance review and bi-monthly one-to-one sessions.

In addition to care staff the home employs one fte handyman, two fte cleaners, one fte laundry and two fte kitchen. The home appears to be cleaned to a high standard throughout and the kitchen holds a five star hygiene rating from Local Authority.

**Dementia Unit** - Supported by one unit manager, two nurses and five care assistants. We were told that the unit is covered by GP group practise who come in once a day; That each day starts with music and lights down after breakfast and that often trips out are arranged for lunch

**Mental Health Unit** - Supported by one unit manager, one nurse and four care assistants.

We were told that the unit is covered by GP group practise and that there is close liaison with Social Services Department, mental health team and psychiatric services, also clients are responsible for weekly personal budgets.

**General -**

- Pets are by arrangement but there is a communal house cat and a Pat Dog goes in on weekly basis. Relatives are encouraged to bring in family pets to visit.
- No patients self medicate.
- Some clients diabetic subject to blood sugar monitoring by nurse.

### Activities and Community Links

Activities Co-ordinator provides structured monthly activities programme which we saw and included:

- Needle and Natter.
- Visits into Winsford.
- Music Sessions.
- Pub Visits
- Group visits (weekly) i.e. garden centres, Frodsham Market, etc.
- Reminiscent sessions for clients in Dementia Unit.
- Twice monthly entertainment sessions.

We were informed that all sessions that clients participate in are included in Individual care plans and reviewed monthly.

### Feedback

We were told that residents meet bi-monthly as a group and feedback to staff. Also we were told that in place was an evidenced complaints logging system that allows for issues to be escalated upwards if a complaint not resolved or is a safeguarding issue.

### Additional Comments

Fire alarm went off while visit in progress. Representatives were impressed by the prompt response of the staff in identifying the zone the alarm went off in and how the staff quickly did an inspection of the building. (Transpired it was a fault in the fire alarm itself, as we were leaving the fire alarm company was on-site.)  
All staff open and transparent in answering questions and offering evidence.