

## Visit Final Report

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**Name of Service Provider:** Minehome Ltd.

**Premises visited:** Beech Lodge, Rakeway Road, Cheadle ST10

**Contact Details:** (email/telephone number for the provider)

**Date of Visit:** 20th May 2014

**Time of visit:** 10.15 am to 1.00 pm

**Home Manager:** Caroline Whittaker

**Authorised Representatives:** Maggie Matthews, Val Chapman

**Observer:** Angela du Preez

### Summary of findings

Beech Lodge is accessed via a country lane and is set amongst open fields without traffic noise or neighbours. The approach to the grounds is disappointing as the grass and shrub areas are in need of tidying, otherwise the home is an externally well-maintained with good car parking for visitors. Beech Lodge is a Residential Care Home with accommodation for 39 residents. It has 35 single rooms and two twin rooms of which one is currently being used as a single occupancy room and the other is vacant.

The access is by keypad into a spacious reception area with a table and visitors' book. There were no odours in the entrance area and there was the facility to use a hand-sanitiser for hygiene protection. A wheelchair was left there for any resident who wished to go outside for a cigarette.

Staffing includes: 34 carers; 2 cooks plus 3 catering assistants, four permanent Registered nurses (3 working full time and one part time). One Bank nurse is used as and when required - usually one shift per week. There is an Activity co-ordinator who works 14 hours each week. She presents a list of activities for each month and uses the lounge area in the new building extension to run the activities. There are hand massage and chair exercise sessions run and someone comes in regularly with a piano-accordion and organises a sing-along session. A regular Church service is held. A maintenance person works 8.00 to 2.00pm.

**Personal Care** is well planned carried out. A body map is used to identify any areas of bruising, ulcers etc. A Podiatrist attends as and when necessary for foot care and an NHS Podiatrist is organising staff training for care staff on nail clipping in September of this year. A hairdresser attends each Tuesday to offer personal haircare services to the residents.

## **Recommendations**

*Please use bullet points for the recommendations and if needed any reasoning behind the recommendations.*

- *A training matrix is in place but there are no computerised records. This needs addressing as really only the Manager has access to the current manual system. Also a computerised system could trigger update times.*
- *External areas are in need of care and attention. The patio area at the back of the premises needs attention to both chairs and tables as well as weeding and planting. This would enable residents to take advantage of the wonderful views across to Cheadle and see to St Giles' Church which is of National importance due to its Pugin connections.*
- *Maybe some residents would like to be involved in planting window boxes or hanging baskets - many elderly people are lapsed gardeners!*

## **1. Report Overview**

*Provide a short summary of the visit, including a brief description of the service visited (please include the name of the person who conducted the visit if different to the home manager):*

The visit went very smoothly with the Manager, Caroline Whittaker making sure that we had access to all that we wished to see and discuss.

This was an unannounced visit and the staff were busy working at their usual tasks throughout the whole of the visit.

There was no evidence of relative involvement. A 'friends and family' group would enhance the home and also may offer some opportunity for both social and fundraising opportunities to support a social fund for residents.

## **2. Purpose of Visit**

*Put in a small paragraph about why the visit was undertaken*

This was a follow up visit to a visit in January this year by the Care Quality Commission.

Staffordshire LINK visited Beech Lodge in February 2012 and the current Lead was on the visit as an observer. It was interesting to see the many changes that have taken place and to view the new 10 bedroomed extension which is of good quality.

## **3. Approach Used**

The approach used e.g. direct observation; talking to Staff; talking to Patients/Residents; talking to Relatives/Carers/Visitors; evidencing written procedures etc.

The visit used direct observation as the main tool on this visit. The team also spoke to Staff members and to residents and visitors when it was appropriate.

#### **4. Observations/Findings**

*These should be summarised under the following headings:*

##### **Physical Environment:**

External impressions on arrival were of a slightly tired area with grounds in need of some attention.

##### **Staff:**

Staff were obliging and extremely helpful at all times. Caroline Whittaker the Manager, was very helpful and supportive of our visit and took us to various parts of the buildings and then left us to get on with the review.

We spoke to both Care and Catering staff who were working on the day and we found them to be caring and thoughtful. The catering staff knew of the resident's diabetic needs and produced thoughtful meals bearing in mind the limitations of some of the residents. Pureed food was prepared for some residents and these were helped in feeding if it was felt necessary. The long-serving member of the Care team had been with the company for a number of years. She had left for a short period but soon returned as she found she worked best in the environment of Beech Lodge.

##### **Service User**

Some time was spent with a resident who had been there for some six weeks. Whilst it took him a few weeks to settle, he now felt comfortable and cared for in every way. The food he stated, was first class. The Care assistants were sociable and offered care and support as and when needed.

Relatives were present with a relative and they were spoken to at some length. The couple visiting were the cousin's of the gentleman's wife and visited fortnightly. They said they had seen a great difference since he had been at Beech Lodge. When at his previous home he was unhappy and it was difficult to have a conversation with him as they could only meet him in the lounge area. Here at Beech Lodge they could sit comfortably in his room with him and the care team bought a cup of tea along for the three of them. They told us that the daughters' of the resident visited almost on a daily basis and had seen a great deal of change for the better in him.

**Personal Care** is well planned carried out. A body map is used to identify any areas of bruising, ulcers etc. A Podiatrist attends as and when necessary for foot care and an NHS Podiatrist is organising staff training for care staff on nail clipping in September of this year. A hairdresser attends each Tuesday to offer personal haircare services to the residents.

**Staff feedback:**

We spoke to three different staff who seemed happy to be working at Beech Lodge. One carer who had been there 14 years said she felt comfortable in the knowledge that the care for the residents' was sound and she felt part of a good caring team. Training is done in a planned and systematic manner and the Manager undertook some of the training herself, particularly the manual handling and that type of training need.

**5. Feedback from Patients/Residents/Relatives/Carers/Staff**

*Please ensure anonymity at all times*

**a) Patients/Residents**

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**b) Relatives/Carers**

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**c) Staff/Other professionals**

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**6. Follow Up Visit : YES** *(delete as appropriate)*

*Authorised representatives to state whether they feel a follow up visit should take place, the purpose of visit, and an approximate timescale for this.*

It would be good to undertake a follow up visit, say in twelve months to see the results of the new wet-room downstairs and the replacement doors and decoration in the older rooms. It would also be good to see the outside space better managed so that residents could enjoy the warmer days.

