

Healthwatch Cheshire West Enter and View Report - Social Care	
Enter and View Visit to	Curzon Park Residential Home 13 Curzon Park South Chester CH4 8AA
Date	22 May 2014 arriving at 9.30 am
Authorised Representatives	Joanna Brookes, Andrew Firman, Betty Shepherd
Staff Present	Manager - Lorraine Purvor
Background	<p>Located in an upmarket residential area of the city, Curzon Park is a care home for up to 25 frail elderly women and men living with dementia.</p> <p>There is no provision for residents requiring nursing care.</p> <p>The business, known as Curzon Professional Services Ltd, is owned by two non-resident doctors and is independent of any other establishment.</p>
Overall Impression	<p>This care home appears well-led by a straight talking, caring and hands-on manager who also appears to have the trust and confidence of a loyal staff team.</p> <p>Residents are well-cared for and feel at home here. There is open visiting and relatives that we spoke to were very pleased with the service provided.</p> <p>Authorised Representatives were impressed with the dedication and commitment of the caring staff team.</p> <p>The large Victorian property is mostly well-maintained but some non-residential areas are in need of refurbishment.</p>
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> • Consider the adequacy of the current night shift staffing levels. • Seek additional resources for improving the entrance area and outside courtyard for residents' recreational access. • The home finds the social care service provided by the local authority lacking in continuity. This leads to a lack of confidence that needs to be addressed by the responsible agency.

Environment

The overall atmosphere in the home is very warm and friendly. Despite its Victorian age, the areas occupied by residents appear to be well-maintained and very clean.

The initial impression is of a shabby and poorly maintained entrance area and adjacent office accommodation. However, once inside the main building Authorised Representatives observed a clean and well-furnished environment. Bathrooms and toilets were spotless and the unoccupied bedrooms shown were pleasant and of a good size.

However, this large Victorian house presents a significant maintenance challenge which the manager sees as a high priority as and when resources become available. A new carpet in the hall and downstairs corridor has been fitted since the last CQC visit in November 2013.

There are two well-decorated lounges which when visited were each occupied by residents sitting in an arc facing a TV screen which was on at the time. A third lounge was without a TV and was being used for some residents to receive treatment by a visiting district nurse. This lounge also contained an adjoining small dining area in which a resident was meeting informally with a visiting family member.

The corridors outside the ground floor bedrooms include a number of framed collages providing visual stimulation.

The main dining room which is of adequate size was adjacent to the kitchen and washing-up areas.

A courtyard at the side of the property is available for residents when supervised. The manager told us that she would like this area to be improved and developed for residents' use but does not currently have the resources to fund this.

We were informed that plans for extending the home, have been lodged with the Local Authority Planning Department. These have met with some objections from neighbours in this substantially affluent area of Chester and no further progress has been made with this proposed development on the site.

Health and Wellbeing

The manager showed a friendly, frank and open disposition towards the Authorised Representatives. A good level of trust and confidence was evident between senior members of the staff team. Residents and visiting family members all spoke warmly of the care provided and could suggest no improvements when prompted to do so.

Very low staff turnover suggested evidence of a happy team, despite pay levels only marginally above the minimum wage.

Staff were observed being friendly and supportive towards residents. Several conversations with residents consistently confirmed their feelings of being well-supported and cared-for. This was backed up in two separate discussions with visiting relatives who had complete confidence in the care their loved ones were receiving at this home. One relative said she was 'delighted' with Curzon Park having had a poor experience at a different local home.

Authorised Representatives spoke independently to a number of the staff all of whom enjoyed working at the home and felt it was very well managed, albeit on a tight budget.

Care plans are reviewed monthly and include a photo, succinct summary, needs assessment and social care referrals. The home completes a 'getting to know you'

section when residents join the home. Authorised Representatives noted that not all of these were completed at the time of the visit.

There appears to be a good level of satisfaction by residents in the catering arrangements. The cook takes pride in her work and sources ingredients from local providers. Menus were varied on a four-weekly cycle including quite a few fish dishes. The only resident who is vegetarian is well catered-for. The home shows a flexible approach based on knowledge of residents' preferences for times of eating. The catering facilities have a five star hygiene rating.

Staffing levels were good during the day, but Authorised Representatives asked whether the routine staffing of two carers at night for 25 residents was adequate. Despite the manager's confidence about this, there remains a question about how matters would be managed in an emergency, despite the availability of staff on call.

The care home is linked to two GP practices and nursing care is provided by visiting district nurses.

Activities and Community Links

One of the carers acts as activities co-ordinator and a good range of activities was on display. Residents are sometimes accompanied on short walks in the vicinity of the home, but the opportunity for stepping outside the building is limited due to residents' frailty. Improvements to the accessible courtyard would make this more manageable. Families are encouraged to visit by the open visiting policy. When they do so they are made to feel welcome and any concerns are listened to.

Feedback

See comments above.

Additional Comments

About three-quarters of the residents are funded by the local authority. This home does not request a top-up from families. The budget operated by the manager is very tight. Given additional resources the manager would see the top two priorities as increasing staff pay and improving the building and site.

In the week of this visit the home was dealing with the death of two residents including one the previous night. Staff directly involved were clearly affected by the loss but were pleased that they had been sitting with and comforting the dying. Authorised Representatives were impressed with the dedication and commitment of the caring staff.