

Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	Prospect House High Street Malpas SY14 8NR
Date	28 th January 2015
Authorised Representatives	Richard Berry, Denise Pritchard, Caroline Jones
Staff Present	Peter Howell, Caroline Rowland and all staff.
Background	Owned by Peter & Cate Howell, Prospect House provides accommodation for persons who require nursing or personal care including caring for people whose rights are restricted under the Mental Health Act, Dementia, Diagnostic and screening procedures, Physical disabilities, Treatment of disease, disorder or injury. All current residents are over 40 years of age. The home currently has 46 beds, but Representatives understand that on completion of a new extension, later this year, this will increase to 53 beds. This will include one respite and one intermediate care bed and three companion rooms.
Overall Impression	Authorised Representatives were warmly welcomed and were freely given information relating to services offered. Representatives felt that the service provided a warm and welcome environment; was spotlessly clean and demonstrated good interaction between residents and staff. Residents were able to move about freely within their capabilities and appeared happy in a homely environment. Good activities programme (monthly and weekly), individual diets and medications catered for. Well trained staff. Well structured layout of building.
Any ideas or suggestions for improving service?	<ul style="list-style-type: none"> The standard of care and environment appears to be entirely satisfactory. It would be beneficial to see the reinstatement of the cats.

Environment

Representatives felt that the environment was warm, welcoming and friendly, calm and efficient. External features of the property are neat and tidy with a secure entrance. Reception area included a welcome notice at front door with other notices clearly displayed including fire procedure, public liability, CQC registration and report dated 4th Oct 2013 clearly visible.

The seven dining/sitting areas are very pleasant and comfortable. (Representatives understand that nine such areas will be available once an extension opens.)

Representatives noted fresh flowers were provided throughout the communal areas.

Kitchen - This was manned by one cook and one assistant and had been graded as having a five star hygiene rating. The Kitchen appeared clean and well organised.

Laundry - Representatives were told that this is staffed by one full time and one part time (p/t) (0700-1400) + five hours per night from members of staff who worked a night-time shift (this being derived from 1.25 hours per each member of night staff on duty. When viewed by Representatives the area appeared clean and well organised; we noted that residents' names are clipped into clothes.

Bathrooms/shower areas - These were spotlessly clean, tidy and well equipped.

Representatives were informed that residents are given a bathing choice - bath or shower.

Garden - This was adequate with areas for residents with raised flower beds, neatly tended.

Residents' rooms/corridors - All have fire and complaints procedure clearly visible.

Pink boxes are available for comments, complaints and congratulations. Representatives understand that a system exists for results and actions to be fed back to named staff if appropriate. All rooms have call buttons and a new electronic system has recorded that three out of four calls are answered within five minutes.

All rooms observed have currently a high standard of decoration and cleanliness. We were informed that residents can have their own furniture if they wish. Names/pictures of residents and Care Assistants were on the doors.

Health and Wellbeing

The warm welcome seemed to extend into the home and Representatives felt that there was a general feeling of attentive caring and respect. Conversations indicated that there was a low staff turnover. Good team working was observed and in regard to Representatives, staff freely gave time and all information requested.

We were informed that new staff inductions are given over a twelve week training period. Annual appraisals are used with staff. Other training (featured) includes Gold Standards Framework training for end of life care and Engagement training in relation to dignity and respect - Residents and relatives not "instructed", but invited/encouraged. Wednesday afternoons are specifically designated for training and this is generally topic led with an evaluation of training needs quarterly.

Staffing - This comprises

- am - Matron, two Sisters, eight Health Care Assistants (HCA's)
- pm - One Sister, seven HCA's.
- night - One Sister, four HCA's.

Additional staff - One p/t Occupational Therapist, one p/t Activities Co-ordinator, three cleaners, two kitchen, two/three maintenance staff, and laundry staff as mentioned above. We spoke to at least ten members of staff who appeared happy and content with their conditions of employment and training.

Care - Representatives evidenced resident care plans (on new IT system) which were clear and coherent. Bed sensor mats are automatically used initially until the requirement is assessed. Representatives further evidenced medication trolley and associated records which were carefully completed.

We were informed that the local Doctors order medication for a month at a time for individual

patients and regular medication is supplied in blister packs. Other medication that is used as required is supplied from stock by the RGN who has training supplied by Countess of Chester Hospital on an annual basis.

Medicine rounds are undertaken up to five times per day or as specifically required.

Dignity and privacy were demonstrated and respected.

Residents are encouraged to treat the facility as they would their own home.

Doctors from the local practice visit Mon/Tues/Thurs/Fri - or as required. They interact with residents, relatives and nursing staff.

Food - Representatives were told that menus are planned on a monthly basis; residents choose on a daily basis with good variety of freshly cooked food. Residents' requirements are catered for and are given the option of eating in the dining room or their own room.

Activities and Community Links

Residents have two budgerigars and a Pets As Therapy dog attends on a weekly basis. The two cats have recently (sadly) died.

Other activities include: a well appointed hairdressing salon.

Representatives understand that local choirs visit and the home has connections with both primary and secondary schools in the local area.

The Garden Rooms - Eleven beds for older people whose primary reason for admission is dementia. Here the Namaste programme is delivered 10.30 -11.30 for seven days a week - this includes massage, chiropody, towel exercises, calming music and fruit and drink. Relatives' input into this programme encouraged. One positive objective of this service is to have reduced urinary infections.

Malpas is the first dementia friendly village outside London. Representatives understand that the Assistant Matron runs a dementia café in the village monthly, supported by relatives.

Feedback

We spoke to nine residents who were comfortable and happy to be at Prospect House. One resident was a retired GP who had previously visited his patients at Prospect House and had elected to become a resident when they were no longer able to stay at home.

Representatives spoke to five relatives who were very supportive and praised the care and attention offered by staff.

The Deprivation of Liberty Safeguards (DOLS) Officer is the Assistant Matron and both she and the Matron are members of the CWAC DOLS Steering Group. Currently two residents have DOLS certificate but a further 40 need assessment - 78% of which are completed.

Whilst care plans and comments were recorded on the new IT system, the pharmacy records and nutritionally assisted records were dual paper-based.

Additional Comments

None

Feedback from Provider of Service

I have checked through the report and it is factually correct.

Thank you for the experience I enjoyed showing you all our home and I hope we can continue with the high standard of care you observed on 28th.

Caroline Rowland