

## Enter and View Report - Care Home

### Hillside Care Home

21 Adlington Road

Wilmslow

Cheshire




SK9 2BJ

Tel: 01625 523351  
2015

Date of visit: 10<sup>th</sup> February

This report describes our observations of the quality of what we found at the date and time of the visit, information given from the Home Manager, residents, relatives and observations made by our Authorised Representatives

#### Overall observations for this home:

Promoted independence for residents	
Encouraged mobility both inside and outside the home	
Provided stimulation and social activity	

#### Summary:

Hillside is a small privately owned Care home. The general impression from the Scrutiny Visit today is that adequate standards of care and activity within Hillside Care Home are provided, but certain aspects of social activities could be improved.

Residents are given choices about food and what clothing they wear. Staff members encourage maintenance of independence in mobility and help with aspects of personal care when required.

The families of two residents had chosen Hillside because it was convenient for visits.

This is a small homely resource which has the potential for improvement in aspects of activities and socialising for residents.

## CARE HOME MANAGEMENT INFORMATION

The following information has been provided by the care home management

GENERAL INFORMATION	
Name of Home:	Hillside Care Home
Address and Postcode	21 Adlington Road Wilmslow Cheshire SK9 2BJ
Name of person completing this form:	Catherine Williams
Position in the Care home:	Manager
Date the form was completed:	10.02.15
Telephone contact:	01625 523351
Email contact:	<a href="mailto:hillsidecarehome@gmail.com">hillsidecarehome@gmail.com</a>
Home Registration	<input checked="" type="checkbox"/> Residential
	<input type="checkbox"/> Nursing
	<input type="checkbox"/> Dementia
How many permanent residents in the home today?	18
How many short stay/respice stay residents in the home today?	None
Does each resident have a named or key worker?	As we are a small home, all the carers look after all the residents. We all know everything about everyone.

## INDEPENDENCE AND MOBILITY

How do you assess residents' ability and mobility to keep themselves as independent as possible?	When residents are admitted we look at every aspect of their care, with mobility we encourage walking with frame, walking stick.
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Please give any examples of how you encourage residents to remain independent with daily living skills i.e.: personal hygiene, eating, drinking and dressing.	All residents are encouraged to be independent with all aspects of care. i.e. choosing the clothes they wear, what time they go to bed, what food they like.	
How do you promote mobility for residents such as moving and walking?		
<b>ACTIVITIES</b>		
Do you have a budget to cover residents 'activities, interest groups?	yes	
Do you have a member of staff to co-ordinate activities?	yes	
If Yes: Are They		Full Time
	✓	Part Time
		Sessional
What community links do you have with local organisations and who are they?		
How are residents approached / encouraged to take part in activity/interest groups?	We encourage all residents to take part in activities.	
What activity interest groups do the residents like to take part in?	Bowls, exercise to music. Singing (old time music)	
Please specify the type of activity and the duration of each activity.	Bowls, 2 hours Tuesday afternoon Music and Movement Thursday 10.30 - 11.30 Singing Friday 10 - 11.30	
How often do you run these activities?		Daily
	✓	Weekly

		Monthly
		Yearly
<b>Do you have a residents group?</b>		No
How often is the residents group engaged in the management of the home?		Daily
		Weekly
		Monthly
		Yearly
<b>Do you have a relatives group?</b>		No
How often is the relatives group engaged in the management of the home?		Daily
		Weekly
		Monthly
		Yearly
If you have a Relatives group how often and where do they meet and would a Healthwatch authorised representative be able to meet with the group to get their views?		
If yes, who would we contact to arrange this?		
Please give any examples of how you facilitate social interaction between residents and their local community.		
Please use this space to tell us about any facilities/activities not covered in the above questionnaire.		
Is there anything else you would like to tell us?		
If a resident has a concern about their health and social care	First they would speak to the Manager.	

needs -who would deal with the issue?

Are you aware that Healthwatch Cheshire East has a Signposting Service to point people to the organisation that deal with issues and can capture their story to forward to partners who can make a difference and inform trends?

No

If no, would you like more information

Yes

## Authorised Representative Observations

### Background:

Hillside Care Home was selected for a visit during our Spring round of visits to homes across Cheshire East

### Observations :

#### Welcome:

We had a rather mixed welcome. Initially we were informed by a member of staff they had not received any letter regarding a visit from Healthwatch and secondly we were told very briskly that they had had a number of visits from statutory organisations lately. "Not someone else" was the remark. Staff were obviously pressurised but following our initial unfortunate welcome, the Manager, Olive Williams joined us and went to great lengths to explain what had been happening and how much pressure the staff were under.

The Manager completed the Care Home Management Information for us and this is included in this report.

#### Security of building:

The building entrance was locked and secure, a member of staff responded to the bell.

We were not asked for identification, but showed Healthwatch badges and information and signed the visitor's book.

#### Staff:

We were informed there are 4 staff in the morning and during the day, 3 in the evening. In addition there is management support from the owners, catering, and cleaning staff. In total 20 staff are employed.

We observed 5 members of staff during our visit. The visiting District Nurse was just leaving.

All staff wore blue uniforms, no name badges. Staff involved with residents were kind, smiling and friendly. They were being very helpful.

**Residents:**

There are 18 residents. Occasionally Hillside provides respite care. We were able to talk to one resident. She commented that staff were very caring. She has a call button in her room and can get assistance whenever she wants it. The family chose Hillside for her. She walks using a stick and is able to move around the ground floor with minimum help. She liked to stay in her own room on the ground floor and watch TV, but does join in the activities including bowls in the lounge and when a singer came. She did comment that there were only a few activities happening. “The hairdresser comes on a Tuesday and this is wonderful.”

When the family visit she likes to go out to the local Garden Centre. She also has a friend who visits and the local priest comes to see her. She used to be a teacher.

She commented that the food is sometimes a “bit odd” but generally good. Meals in the dining are good, especially the cake. It was obvious that this lady would have liked to talk for longer. Her final comment was “wish I had come sooner”

**Relatives/Friends:**

We were able to meet with one visiting relative. The care home had been selected as it was near home and recommended by the local GP. She was satisfied that her mother was encouraged to be independently mobile with the assistance of a walking aid. She commented her mother was warm and cared for and as a relative she was able to share any concerns with the staff. She was concerned there appeared to be a shortage of staff, particularly in the evening. Staff were very good but too busy. Her mum had been left alone in the bath. She also commented that there was not enough for her mum to be socially engaged in - “a bit lacking”.

**Meals and Drinks:**

We observed residents being offered drinks. The small dining room on the ground floor was laid out for lunch. The room generally look inviting with colourful table clothes, set out with access for people using wheelchairs and other seating. No evidence of menus on display.

Staff informed us that the chef was new and provided a wide range of dishes including pasta meals, sausages etc. Meals were planned to suit residents’ needs. Food sometimes pureed and Complan supplements given when necessary.

Residents weight and general well being monitored regularly.

**Communication and Social activity:**

We did not observe any social activities taking place or see evidence of a timetable for planned activities. The Care Home Management report includes a list of social activities, i.e. bowls, exercise to music, singing (old time music)

In the small lounge area three residents were sitting quietly together. They were being offered drinks. One had a family member visiting the other two were resting.

No evidence of games, reading materials, or magazines was observed.

**Environment, furnishings and building:**

Hillside is a privately owned, double fronted Victorian/Edwardian dwelling, set back from a main road and in spacious, pleasant mature gardens.

The owner of the care home is reported to be very involved in the running of the home.

The entrance to Hillside can be accessed via steps to the front door or via a large ramp giving access to the side of the building.

Inside initial impressions were of a small (narrow and long) entrance hall with rooms off. There was a slight odour of an older building - not urine. A stair lift and through floor lift provide access to the first floor. We did not go upstairs.

On the ground floor we observed some bedrooms which were small, containing single bed, pine wardrobe and dressing table, with room for a TV. The bedrooms had en suite washing and toileting facilities. There was a separate bathroom on the ground floor with bathing equipment - bath lift etc. Staff commented that it would be of great assistance if they had "sit on weighing scales" to assist with weight monitoring of the residents.

All specialised equipment had to be purchased by the home and not provided by social care services.

The small lounge area was "cosy" small and with heavy, dark carpet and furniture and seating with high backed chairs able to accommodate about four people with ease.

In the conservatory area beyond the lounge was a larger, lighter open space. This was not being used by residents on our visit, but occupied by the member of staff who was working on updating files and records. We did not observe any staff room.

	<p>Overall impressions of the building and furnishings were it would benefit from some modernisation to provide a lighter, relaxing living space. Greater use of the conservatory would be beneficial.</p>
<b>Conclusions/Summary</b>	<p>In conclusion, after the initial unfortunate start to our visit, the Manager went to great lengths to provide us with as much information as possible. It is evident that the staff are under pressure to meet the resident's needs, but are kind and friendly in their interactions with everyone and appear to know their residents well.</p> <p>The residents would benefit from more opportunities to engage in social activities both in the care home and with outside visits.</p>